

JOB DESCRIPTION



PUBLIC WORKS CLERK I

ADMINISTRATION, PUBLIC WORKS, & UTILITIES

PURPOSE:

The Public Works Clerk I position requires an individual who can exercise good judgment and who possesses the skills, personal disposition, and psychological qualities generally required of people who work well with the public. Work involves keeping accurate records of water/sewer billings, customer service, purchasing, and clerical work. This employee is under the direct supervision of the Clerk-Treasurer.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required.
- Two (2) years prior customer service experience.
- Two (2) years prior secretarial or related administrative support required.
- Good working knowledge of personal computers, Microsoft Word, Excel, Access, and Publisher; course work in personal computers and office management skills preferred.
- Good keyboarding skills: both accuracy and speed required.
- Must have good writing and proofreading skills.
- Good knowledge of English, punctuation, spelling and arithmetic.
- Excellent communication skills, both written and oral.

PREFERRED QUALIFICATIONS:

- Experience using water metering system software.
- Experience with water metering system hardware.
- Experience with Badger Meter BEACON system.
- Experience with Caselle Connect.

JOB FUNCTIONS:

- Responsible for the monthly calculating and distributing of utility billing, collecting & posting receipts, and preparing reports.
- Maintaining utility billing customer accounts. Setting up new accounts, creating final bills, adjustments, assessing late penalties, past due notices, download meter reading information, prepare utility bills and maintain meter card files.
- Collect and post payments, balance and record accounts receivable data, reconcile statements with receipts.
- Work with delinquent customers in setting up "Deferred Payment Agreements"
- Answer phone calls and emails to assist customers with billing and usage inquiries.
- Provide service or information to the public when requested, dealing with public relation issues courteously and tactfully.
- Date entry with accuracy.
- Maintain confidentiality of communications, documents, and other matters.
- Prepare the Village newsletter four (4) times annually.
- Order supplies.

- Balance bank statement (monthly).
- Answer incoming phone lines.
- Any and all other duties and functions as needed or directed by the Public Works Director, Administrator or Clerk-Treasurer.
- Process Tax payments.
- Process Dog licenses.
- Coordinate utility locate requests, notification and tracking with field staff.
- Prepare letters for all ordinance violations.
- Balance petty cash box monthly and prepare invoice to replenish.
- Work with customers to resolve inquiries pertaining to charges and services.
- Prepare annual tax roll letters to notify customers in accordance with procedures outlined in Wisconsin State Statutes that allow the Village to place outstanding delinquent balances and a 10% surcharge on the property tax bill establishing the lien as a special charge.
- Calculate and internally generate final bills when customers terminate service for tenancy changes or sale of property.
- Make mathematical calculations in an efficient and accurate manner.
- Receive and process payments from customers.
- Prepare letters and forms and maintain files and various other office records.
- Provide general clerical support to the Wastewater Treatment Plant Operator and staff.
- Provide recordkeeping for the well abandonment program.
- Create a Consumer Confidence Report form for the Department of Public Works as well as distribute as needed or required (once annually).
- All other duties and functions as needed or directed by the Director of Public Works, Administrator and Clerk-Treasurer.

REQUIREMENTS (KNOWLEDGE/SKILLS/ABILITIES):

- A Public Works Clerk must be capable of operating a personal computer, facsimile machine, photocopier, postage machine, multi-line telephone system with voice mail, and miscellaneous office equipment and accessories customarily used in an office environment.
- Literacy in English; ability to understand, communicate to others, and carry out oral and written instructions.
- Ability to use good judgment and human relations skills to effectively deal with the public and/or Village employees, some of whom may be unreasonable.
- Ability to maintain confidentiality.
- Ability to perform job responsibilities in a timely manner to meet deadlines.
- Ability to concentrate and accomplish tasks despite interruptions.
- Ability to perform a variety of tasks simultaneously or in rapid succession.
- Knowledge of modern practices and procedures employed in general business.
- Ability to receipt in funds, accurately count money and make correct change.
- Ability to work independently.
- Ability to establish and maintain effective, harmonious, cooperative, and productive working relationships with the public and other Village employees.
- Working knowledge of municipal operation and organization, or the ability to acquire such knowledge in a relatively short period of time.
- Working knowledge of Village ordinances and other requirements governing municipal operations or the ability to acquire such knowledge in a short period of time.
- Ability to learn and follow Village policies and regulations.

NON-DISCRIMINATION POLICY:

The Village of Hortonville is an Equal Opportunity Employer. In addition, the Village does not discriminate based on physical or mental disabilities as applied to all employee categories and all phases of

employment, including recruitment, selection, promotion, demotion, training, discipline, termination, lay-off, benefits, and salary administration.

COMPENSATION:

Starting pay range is between \$20.00/hour - \$22.00/hour.

January 6, 2025