



CITY OF RUSTON, WA POSITION DESCRIPTION

TITLE: Utility Clerk – Full Time

DEPARTMENT: Administrative Services

REPORTS TO: City Clerk

STATUS: Non-Exempt

Hiring Salary Range: \$25-\$31 hourly + Benefits

ABOUT RUSTON: Located in the heart of the South Sound with sweeping views of Mount Rainier and Commencement Bay, the historic Town of Ruston is an impressive destination where many want to live, work, play, and stay. The old industrial area, formerly known as the American Smelting and Refining Company (ASARCO), is now home to a developing community of mixed uses, including multifamily residential, the Silver Cloud Hotel, the Waterfront Market at Ruston, and other mixed uses. The Town of Ruston changed to the City of Ruston on October 2, 2012.

Ruston has always had a deep-rooted sense of community and is currently home to about 1000 residents that enjoy small-town celebrations, charming, walkable neighborhoods amidst a grid of alleys and sidewalks that link to Point Defiance Park, Dune Peninsula, Pearl District, and Point Ruston.

JOB SUMMARY: Set up new services and assign appropriate rates, close old accounts, close service requests, prepare and process billing statements, delinquent account and collections, refund credit balances and deposits, research, calculate, document and post adjustments, and adhere to City of Ruston policies while providing excellent customer service.

ESSENTIAL JOB FUNCTIONS

- Creates new utility accounts for new residents.
- Processes move-ins and move outs and issues any closing bills and/or adjustments necessary throughout the month.
- Generates and processes the monthly billing cycle(s) in accordance with established schedule and procedures to meet deadlines as assigned.
- Processes past due accounts and issues door hangers, prepares shutoff list or notices, contacts customers regarding returned payments and prepares accounts for collection.
- Transfers funds between Xpress BillPay and our Springbrook accounting system
- Cash receipt for utilities, animal licenses, alarm permits, and business and occupation taxes.

- Reconciles the daily deposit for all cash receipting applications.
- Provides a friendly atmosphere for the public and coworkers.
- Maintains accurate electronic and paper records as required.
- Reviews own work for accuracy and routinely detects or prevents errors or mistakes that would prove costly or could disrupt a process or project.
- Maintains a positive attitude in the workplace.
- Upload funds to the postage machine as needed.
- Work within established guidelines, policies, and procedures.
- Regular and punctual attendance is an essential function.
- Performs other duties as assigned.

ADMINISTRATIVE SUPPORT

- Business & Occupation Tax processing support.
- Assist Mayor and other City staff with various projects as assigned.
- Occasionally attend council meetings as acting Clerk when City Clerk and Assistant Clerk are not available.
- Processes incoming and outgoing mail and packages, including all incoming monies and checks, and assembling bank deposits.
- Assists the City Clerk with setting up and maintaining files, scanning, copying and mailings.
- Order office supplies as needed for departments.
- Serves as custodian of the city’s official records assisting the City Clerk with maintaining inventory of all city records.

EDUCATION AND EXPERIENCE

- Three (3) years of applicable work experience in an office setting involving utilities and customer service
- Experience working in utility billing or collections is preferred.
- Some college or knowledge of accounting practices and principles is preferred.
- Experience working in the Public sector is desirable.
- Experience working with Springbrook and Xpress BillPay software is highly desirable

KNOWLEDGE, ABILITIES AND SKILLS OF:

- Working knowledge of sound customer service practices, billing and collection processes, and City of Ruston policies.
- Working knowledge of computers and their application in financial and accounting systems, including spreadsheets, databases, and word processing.
- Proficient written and oral use of the English language.
- Strong analytical and problem-solving skills, with the ability to perform both simple and complex mathematical calculations.
- Ability to maintain sustained attention to detail and to work under the pressure of rigid deadlines.
- Must possess excellent organizational skills, successfully manage multiple priorities, handle competing deadlines and accurately set priorities.
- Requires knowledge and proficient use of 10-key, computers, and software such as MS Word and Excel.
- Correctly interpret and apply the policies and procedures of the function to which assigned;
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities;

- Perform a variety of specialized clerical, office support work involving the use of independent judgment and personal initiative;
- Develop and compile information for a variety of reports;
- Work independently;
- Understand and carry out oral and written directions;
- Pass a background and credit check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit; use hands to manipulate, handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, crawl, and lift objects no heavier than 20 to 25 lbs.

The noise level in the work environment is usually moderate.

+++++ DISCLAIMER: Job profiles are not intended, nor should they be construed to be, an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with a job. A job profile is not a comprehensive job description.