



CITY OF AMES
invites applications for the position of:
Utility Customer Services Clerk

An Equal Opportunity Employer

SALARY: \$22.71 - \$31.58 Hourly

OPENING DATE: 11/19/21

CLOSING DATE: 12/03/21 05:00 PM

GENERAL INFORMATION:

Centrally located in the heart of Iowa, The City of Ames is a vibrant, progressive community with more than 60,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

The City of Ames Finance Department has an exciting opportunity for a Utility Customer Services Clerk to provide support to the City's utility customer service.

Under general supervision, the Utility Customer Service Clerk assists customers in establishing or discontinuing utility service; researches and resolves routine customer requests; receives and verifies all monies due to the City for utility bills and parking fines; prepares bank deposits; and performs related work as required.

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for the position of Utility Customer Service Clerk with the City of Ames Finance Department. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Benefits

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

Public Service Loan Forgiveness (PSLF) Program: The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please visit the website through this link: [PSLF Program](#)

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to education and work history, as well as any required supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Receives and processes customer requests to start, stop, or transfer utility service; receives, researches, resolves, and responds to customer requests, questions or complaints; receives, verifies and prepares receipts for all money received from the general public in the payment of utility bills and parking fines; enters payments into on-line system; balances cash on hand against

receipts; prepares bank deposits for City receipts. Credits accounts with payments. Sells Cy-Ride bus passes and parking Smart Cards. Maintains records and files relevant to payments received. Process electronic payments; monitors payments on delinquent utility accounts and generates delinquency and cut-off notices. Maintains manual and automated files regarding utility customers, service orders, applications for service, deposits, Prime-Time Power, AutoPay, etc.; enters and retrieves customer billing information from a computer data system; generates and processes service orders; prepares routine correspondence.

Other Job Functions:

May perform other duties such as mailing reminder notices on accounts for disconnections because of non-payment of bills or deposits; submitting unpaid parking tickets to collection agency; processing parking ticket overpayment refunds; scanning/imaging checks received and electronically submitting bank deposits and maintaining relevant records.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

QUALIFICATIONS:

Education and Experience:

High school diploma, HiSET or G.E.D.; and at least one year of customer service, including cash handling experience is required; or an equivalent combination of education and experience.

Customer service experience including face to face, telephone, and email interactions is required.

Experience in clerical accounting and/or bookkeeping, utility tariff and/or City of Ames utility regulations is preferred.

Knowledge, Skills, and Abilities:

Knowledge of basic office procedures and equipment; knowledge of spreadsheet and word processing software programs; some knowledge of accounting, bookkeeping or billing procedures. Knowledge of the practices and procedures involved in handling, receipting, and maintaining records of money received; some knowledge of City parking and utility tariff regulations.

Skill in accurately operating a ten-key adding machine is required. Speed in operation is helpful for efficiency.

A basic understanding of spreadsheet and word processing software, such as Microsoft Excel and Word is required.

Ability to add, subtract, multiply and divide; ability to efficiently and accurately enter data into, and retrieve information from, an online computer data system and electronic documents; ability to use a web browser and email; ability to establish and to maintain an effective working relationship with co-workers, utility and general customers; ability to deal effectively with upset or irate customers; ability to listen to, and communicate (in written or oral form) effectively with customers, other City employees, and contractors; must possess and maintain data entry skills of 7,500 keystrokes per hour with a 10% or less error rate for efficiency in daily work.

SUPPLEMENTAL INFORMATION:

Required Physical Activities: Reaching, finger dexterity, grasping, feeling, talking, hearing and repetitive motions. May require periodic standing.

Physical Characteristics of Work: Work is primarily sedentary and requires exertion of up to 10 pounds of force occasionally, and exertion of up to 25 pounds of force infrequently to lift and move objects.

Vision Requirements: The minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, and use of a computer terminal.

Environmental Conditions: The worker is not substantially exposed to adverse environmental conditions such as in typical office or administrative work.

Examples of Equipment Used on the Job: Computer keyboard, monitor, printers, and related software. A variety of general office equipment such as writing utensils, electronic and paper files, file cabinets, paper fasteners, paper punch, etc. A variety of mechanical office equipment including ten-key calculator, check imager, document scanner, and copy machine. Communication equipment including telephone, fax machine, and two-way radio. A variety of printed materials such as computer printouts, bank deposits, utility and parking slips, reference manuals and/or books, money, maps and correspondence.

Selection Process:

The selection process consists of an evaluation of education and experience, written exam, phone interview, behavioral assessment, alpha-numeric computer testing, on-site interview which will include a manager meeting, and completion of a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

Candidates are responsible for their own transportation and lodging costs to attend the exam.

Depending on the number of qualified candidates, the City may forego phone interviews.

NOTE: Preference may be given to applicants possessing qualifications above the minimum

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

Compensation Philosophy:

The City of Ames has a compensation philosophy that the starting pay for our merit salary ranges establishes the salary for employees who meet minimum requirements of a position. The median of any merit salary range is for an employee who can reasonably meet all expectations of the position responsibilities without initial extensive training. In order for employees to have an opportunity to grow within their position, we may consider a candidate's education, experience, and skills above

the minimum requirements when looking at a salary closer to or slightly above the median. The median rate of pay for this position is \$27.14/hr.

Veteran's Preference Points:

The City of Ames provides Veteran's Preference Points for Civil Service positions. A copy of your DD214 and, if applicable, proof of disability, must be attached with your application (or faxed to 515-239-5297) prior to the close date of the posting in order to receive Veteran's Preference Points.

APPLICATIONS MUST BE FILED ONLINE AT:
<http://www.cityofames.org/jobs>

Job #21-0136-01
UTILITY CUSTOMER SERVICES CLERK
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OUR OFFICE IS LOCATED AT:
515 Clark Ave
Ames, IA 50010
515-239-5199
hr@cityofames.org

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Utility Customer Services Clerk Supplemental Questionnaire

- * 1. Do you have a high school diploma, HiSET or G.E.D.; and at least one year of customer service experience or an equivalent combination of education and experience?

Yes No

- * 2. Describe your customer service experience, or equivalent combination of education and experience (please include length of time.)

Please include experience with:

- Face to face interactions
- Telephone interactions
- Email communications

- * 3. Please describe any experience you have with cash handling, such as processing accounts receivable, point of sale, or bank teller transactions. (please include length of time)

- * 4. Please describe any experience you have with clerical accounting and/or bookkeeping. (please include length of time)

- * 5. Please describe your experience with utility tariff and/or City of Ames utility regulations. (please include length of time)

- * 6. Describe your level of proficiency in 10-key, word processing and spreadsheet programs. Describe the kind of tasks you have done recently in each application. Be specific in describing the functions you are able to perform (e.g. creating tables, mail merge, formulas, etc.)

- * 7. Describe your experience in entering and retrieving customer/billing information from a computer database system.

- * Required Question