



City of Grimes (IA) Utility Clerk

SALARY	\$24.81 - \$26.67 Hourly	LOCATION	City Hall, IA
JOB TYPE	Full-Time	JOB NUMBER	202400006
DEPARTMENT	Finance	OPENING DATE	07/22/2024
CLOSING DATE	8/22/2024 11:59 PM Central		

Job Summary

The Utility Clerk is responsible for clerical, accounting, and customer service work performed in the municipal utilities functions in City Hall. The Utility Clerk will assist in maintaining the city's utility billing records and accounts, cash receipting, monthly billings, and customer service. The Utility Clerk will also help back up reception and other administrative office duties. Additional projects and tasks may be assigned as necessary.

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Essential Duties

- Receives utility and other revenue payments and posts in Cash Receipting program to General Ledger.
- Performs utility account collection activities with authority to terminate service, enter into payment plans, and/or negotiate adjustments as needed.
- Prepares monthly meter reader books and assists meter readers in obtaining accurate information.
- Processes open and close requests for service forms in a rapidly growing city.
- Provides utility reception services at city hall by answering telephone, fax machine and in-person inquiries.
- Sorts, files and maintains records and files on utility correspondence, checks, vouchers, and other materials, numerically, alphabetically, or by other prescribed methods.
- Provides such additional duties as assigned or necessary.

Periodic Responsibilities:

- Attend periodic safety and skills-based training, perform occasional after-hours support for emergency or other customer-oriented situations.

Qualifications

Education/Experience

High School Diploma or GED, at least two years' experience in administrative work (preferably in local or state government, utilities department is ideal), or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Knowledge and Skills

- Knowledge of computers, telephones and other office equipment adequate to perform the requirements of the position.

- Must have basic knowledge of grammar and spelling and sufficient mathematical knowledge to calculate fees, reports and bookkeeping.
- Ability to work in an occasionally fast-paced environment and manage multiple tasks all at once. Ability to communicate effectively in person, by telephone and by email with all levels of City employees, officials, vendors and the public.
- Ability to organize, prioritize and carry out office work with minimal supervision.
- High commitment to customer service.

Working Conditions and Physical Requirements

- Light work exerting up to 20lbs of force frequently and/or a negligible amount of force constantly to move objects.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City and out of the area.
- Ability to stand or sit, walk, use hand/fingers to handle or feel, talk/hear, see and repetitive motion.

Agency

City of Grimes (IA)

Address

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Website

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