

POSITION: Utility Billing Clerk

FLSA CLASSIFICATION: Non-exempt

FACILITY AND WORK AREA: City of Jefferson City Hall

JOB SUMMARY:

Under direct supervision of the City Administrator conducts a wide variety of general office procedures necessary for efficient functioning of the City. Job entails all aspects of utility billing, customer service, receptionist, and general clerical duties. Performs other duties as required.

JOB FUNCTIONS

Examples of Essential Job Functions

1. Performs receptionist duties providing information and assistance to persons calling or entering City Hall; addresses citizen inquiries, comments or complaints; communicates with citizens, and other employees personally, over the telephone, or in writing.
2. Prepares monthly utility bills; receives payment for utility bills and credit customers' account accordingly; maintains utility billing records through the City computer system.
3. Receives utility service deposits; maintains deposits records; remits deposit monies to customers or credits deposit monies to customers' account.
4. Processes meter reading data; prepares and mails utility bills; maintains current customer account files.
5. Instructs persons moving into or within the City of procedures needed for utility service; communicates necessary work order instructions to staff; informs staff of customers moving out of their residence or of delinquent customers so they may shut off service.
6. Pursues collection of delinquent utility accounts, including shut-off orders, and preparation and filing of property liens for unpaid city services.
7. Count monetary receipts; deposits receipts into the bank on a daily basis.
8. Performs data entry, typing, filing, and other clerical duties as directed.
9. Assists in the issuance of licenses and permits.
10. Assists customers with garbage and recycling issues, including dumpster rentals; interacts with garbage and recycling employees.

11. Assists with issues pertaining to the cemetery, including lot sales, burials, digital bookkeeping, and maintenance of records.
12. Assists with issues relating to the airport including hangar leases; serves as support staff to the Airport Commission.
13. Performs duties pertaining to confidential data.

Other Job Duties

1. Assists other City departments as directed.
2. Performs other duties as apparent, assigned or required.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS

Required Physical Activities: Sitting, kneeling, reaching, talking, hearing, repetitive motions.

Physical Characteristics of the Job: Light work exerting up to twenty (20) pounds of force occasionally, and/ or up to ten (10) pounds of force frequently. Required walking or standing to a significant degree; or requires sitting most of the time but entails pushing and/ or pulling of arm or leg controls.

Environmental Characteristics: The work is performed primarily in an office environment. The job requires sitting for extended periods of time and the work may expose the employee to unpleasant social situations and significant work pace pressure and at times irregular work hours.

Equipment and materials used: Computer hardware and software, general office equipment, 10- key adding machine, Code of Iowa, City of Jefferson Code of Ordinances, telephone, auxiliary computer hardware, fax machine, copier machine.

EMPLOYMENT STANDARDS

Required Knowledge, Skills and Abilities

- Ability to think logically and follow written, verbal or diagrammatic instructions using several abstract or concrete variables.
- Ability to perform arithmetic calculations involving fractions, decimals and percentages.
- Ability to make appointments and process mail, ability to compose original correspondence; some knowledge of legal terminology; and have substantial contact with people.
- Knowledge of modern office procedures and practices; ability to operate computer hardware and software in an efficient and effective manner.
- Ability to establish and maintain an effective working relationship with superiors, co-workers and the public; ability to handle a wide array of social situations.
- Ability to comprehend and implement departmental policies, routines and standard operating procedures; ability to address issues involving confidential information.
- Ability to perform all job duties safely and in accordance with applicable rules, guidelines, policies and training.

Education Training and Experience

Required Education: Graduation from High School or equivalent G.E.D.

Preferred Experience: At least one year of related clerical or general office experience.

Required Special Qualifications: Shall be bondable.

The City of Jefferson retains the authority to change the job duties included in this job description at any time. The list is not exhaustive and various requirements are subject to possible modification as a reasonable accommodation for a qualified individual.