

City of Jewell

JOB DESCRIPTION

UTILITY BILLING CLERK

Position Purpose:

Be a part of the City Hall staff team and provide assistance in the principal activities associated with daily business of City Hall with primary duty of utility billing. The incumbent in this position has the responsibility for determining priority of some tasks listed subject to the direction of the City Clerk.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them for the position if the work is similar, related or a logical assignment to the positions.)

- Administer the utility billing system – collecting water deposits and signing new residents up for services and processing new accounts. Generate the bills, process penalties, process delinquent notices, generate reports, scan or print all documents related to the utility billing system.
- Complete weekly bank deposit and post payments to accounts.
- Read monthly (drive radio-read route) and as needed meter readings.
- Review out-of-range water usage reports and alerts customers of unusual water usage.
- Coordinate water shut-off for non-payments with Director of Public Works.
- Provide recycling hauler with number of customers billed each month.
- Answer the telephone and take telephone calls, respond to messages or forward messages to the appropriate person.
- Process needed liens for uncollected amounts due and recommend write-offs for uncollectable amounts due to the City Clerk.
- Submit information for the Income Off-set Program to City Clerk.
- Assist with answering questions and issuing building permits.
- Inform new residents of solid waste collection process.
- Keep City Clerk informed of current issues and communicate information to staff.
- Perform research for staff, management and customers.
- Employees in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose or intent of the position

Recommended Minimum Qualifications:

Education, Training & Experience:

High school degree required, Associate's or Bachelor's degree preferred; 2-5 years of administrative experience or related preferred. Experience in an office environment required. Must hold a valid driver's license. Experience working with the public and responding to customer service requests or any equivalent combination of education and experience.

Knowledge, Ability, & Skill:

Knowledge:

Knowledge of modern office procedures and administration, general knowledge of accounting and book-keeping, knowledge of basic municipal government functions.

Ability:

Ability to organize and collaborate with others, communicate effectively, and to establish and maintain working relationship with City employees, residents and property owners, ability to provide general accounting support, operate modern phone system and operate modern personal computer, ability to prioritize and multi-task with many interruptions and time constraints. Ability to develop and maintain effective working relationships with staff, other City department personnel, and the general public.

Skill:

Excellent customer service and organization skills, effective writing and oral communication skills, skill in operating personal computer with Microsoft Office applications and other financial records software, skill in efficiently operating 10-key calculator.

Job Environment

Primarily inside office work performed under controlled conditions, but with occasional humidity, poor ventilation and noise. Interacts with City Departments, and general public. Has access to sensitive and confidential information. Operates computer, calculator, copier, telephone and other standard office equipment.

Physical Requirements:

(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)

Occasional climbing, stooping, kneeling, and reaching activities. Requires ability to converse, using verbal and listening skills, with citizen customers and staff. Requires clarity of vision 20" or less, and 20' or more as well as eye/hand coordination, manual/finger dexterity and motor coordination. Requires the ability to operate keyboard or calculator at efficient speed. Requires clerical, forms, numerical, and verbal perception. Minimal physical strength requirements involving the moving, lifting, pushing, carrying and pulling of objects weighing up to 25 pounds.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change)

Revised: 01/25/2021

Approved by City Council: January 25, 2021

Acknowledged by Employee: _____