

City of Centerville
Job Description

Job Title: Utility Clerk
FLSA Status: Non-Exempt
Reports to: Utility Office Manager
Revision Date: 06/2014

Department: Water and Sewer

JOB SUMMARY: The purpose of this position is to provide customer service via face-to-face and telephone contact with new and existing customers for the City of Centerville water and sewer department.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES:

The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Maintains a computer terminal which contains payments, daily reports, work orders, etc.
- Receives payments via mail, night box, and/or hand-delivered. Enter payments in computer, balance receipts and process daily reports. Prepare bank deposit and balance cash drawer.
- Prepares and processes applications for service, new account packets, work orders, extension requests, bank drafts, etc. May be required to process file maintenance.
- Answers multiple phone lines.
- Assists with processing delinquent accounts which includes adding charges to customers' accounts, working with the outside servicemen for cut-offs and cut-ons, maintaining the cur-off list and preparing a cut-on list.
- Assists with the monthly billing which includes entering and editing meter readings, printing and preparing bills to be mailed, and preparing billing reports.
- Verifies addresses for contractors, flint, real estate agents, etc.
- Contacts UPC to request locates for maintenance work.
- Works directly with Centerville Sanitation on sanitation matters. Assists customers daily with sanitation inquiries.
- Assists Office Manager as needed.
- Other related duties as assigned.

KNOWLEDGE, SKILLS and ABILITIES:

- Knowledge of modern office practices and procedures.
- Knowledge in the use of modern office equipment.
- Knowledge of correct filing procedures.
- Skill in communicating well with the public and giving courteous, prompt treatment to customers.

- Ability to answer multiple phone lines.
- Ability to concentrate and work under stress.
- Ability to handle multiple tasks simultaneously.
- Ability to act in a professional manner and be self-motivated.
- Ability to type (minimum of 40 wpm) and have good business writing skills.
- Ability to operate various computers, postage machines, calculators and copiers.
- Ability to communicate effectively with other City personnel.
- Ability to be bonded.

MINIMUM TRAINING and/or EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

The Utility Clerk shall possess the ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or its equivalent. The incumbent must possess or have the ability to obtain a valid Georgia Driver's License. The incumbent must be able to pass a pre-employment drug screen, as well as random drug testing.

SUPERVISORY CONTROL and RESPONSIBILITIES:

The Utility Clerk has no supervisory responsibilities. The Utility Clerk reports directly to the Utility Office Manager.

TRAVEL:

The Utility Clerk may be required to travel to nearby locations to pick up or deliver information or other relevant items during work hours.

GUIDELINES:

The Utility Clerk utilizes regulations and data set forth in accordance with the City of Centerville Personnel Manual, and City Council guidelines. These guidelines are clear and specific, but require some interpretation in selection and application.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

LANGUAGE SKILLS:

Ability to read, interpret and communicate basic instructions and technical manuals. Ability to write and convey information through notes and other documents. Ability to speak effectively to communicate with co-workers and members of the general public.

MATHEMATICAL SKILLS:

Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages.

COMMUNICATION SKILLS:

Must be able to communicate orally and in written form in order to give or obtain information and provide service. Contacts are typically made with the general public and other city employees.

REASONING ABILITY:

Ability to apply common sense and understanding to carry out instructions furnished in written and oral format. The incumbent must also possess the ability to deal with unique problems in standardized situations.

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 regularly required to stand, sit, stoop, and lift light objects of 20 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is indoors where the employee is unlikely to be exposed to a many harmful elements. Some tasks may require exposure to dirt and dust.

I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained herein is merely an attempt by the City of Centerville to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____