



JOB DESCRIPTION

Title: Utility Clerk

Department: Administration

General Description:

Deals with the general public both in person and via telephone, answering inquiries, handling complaints, and providing routine general information concerning town services and operations. Receives cash and deposits, verifies amounts, and records receipts and prepares funds for deposits. Under general supervision of the Deputy Clerk and the Town Manager.

Essential Job Functions:

- Responds to telephone inquiries and complaints
- Receives payments and assists in balancing cash taken in
- Maintains all utility accounts (new, changes, finals, etc.)
- Processes deposits and refunds
- Processes utility bills and delinquent notices
- Completes work orders for coordinated water/sewer department activities
- Processes and verifies non-payment turn-offs and verifies re-checks
- Helps in solving utility billing customer accounts
- Performs functions such as balancing credits, deposits, reverse charges, adjustments, and miscellaneous charges
- Assists walk-in customers with billing inquiries. Processes work orders when customers request to verify readings, leaks, etc.
- Types correspondence, memoranda, reports, records, orders, and other office documents
- Inputs various data into computer using based word processing software
- Performs customer service work
- Performs cashiering and customer service duties by receipting incoming deposits and payments from departments, customers, and the mail; provides assistance to the public in a pleasant and courteous manner; balances cash drawer according to procedures and prepares deposits according to bank specifications; prints reports and reconciles payments.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

Minimum Qualifications:**Knowledge, Abilities and Skills:**

- Knowledge of business English and spelling
- Knowledge of arithmetic
- Knowledge of office practices and procedures
- Ability to understand and follow oral and written instructions
- Ability to make arithmetic computations and tabulations accurately and with reasonable speed
- Ability to learn assigned clerical tasks readily and to adhere to prescribed routines
- Skill in the use of data input

Education and Experience:

High school graduation or possession of an acceptable equivalency diploma. One (1) year of general clerical experience including the use of various computer programs such as Windows, Excel and other basic programs. (A comparable amount of training, education, or experience can be submitted for the minimum qualifications).

Licenses, Certifications or Registrations:

None

Essential Physical Skills:

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without correction)
- Ability to communicate orally
- Type rate of 45 words per minutes
- Enter data at a prescribed rate of speed
- Ability to access file cabinets for filing and retrieval of data
- Ability to sit at a desk and view display screen for extended periods of time
- Ability to communicate verbally using English language

Environmental Conditions:

- Works inside in an office environment
(Reasonable accommodations will be made for otherwise qualified individuals with a disability).

The duties listed above 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 from the position if the work is similar, related, or a logical assignment to the position. The 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.

The Town of Bronson is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the Town of Bronson provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodations.

Name (Print)

Supervisor/City Manager Name

Employee Signature

Supervisor/City Manager Name

Date

Date

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