



### **Utility Clerk**

#### **SALARY RANGE**

\$14.00 – 18.00 per hour

#### **FSLA:**

Non-Exempt

#### **GENERAL SUMMARY:**

Under general administrative direction performs a wide variety of clerical duties in the collection, verification, and balancing of cash receipts; to provide effective and efficient accounting and revenue receipt support as assigned. Performs administrative functions.

#### **SUPERVISION:**

Under the general supervision of the Finance director. Must have sound judgment and be capable of scheduling and working independently. It is essential to be self-motivated and have initiative to carry out job duties and responsibilities.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- All behaviors comply with the City's Personnel Policies and Procedure Manual. Adheres to the assigned work schedule.
- Collect and process payments received; assist in sorting and balancing receipts and payments; encode payments with proper accounting category; verify account information as requested.
- Prepare and record information for the computer system including closing receipts and balances, account payments, cash receipts, and balances.
- Prepare and balance cash register receipts; prepare cash for following business day.
- Provide clerical support to assist designated division staff in the completion of their duties and responsibilities.
- Answer questions and provide information to the public, refer citizen and client complaints and questions to the appropriate department or division staff member for resolution.

- Answer multi-line phone system in professional courteous manner, and direct calls to the proper staff member.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Collect, sort and process incoming and outgoing mail; verify special courier deliveries and collections.
- May assist with the coordination and processing of delinquent accounts and payments.
- Back up for Utility Billing.
- Perform other duties as assigned.

**MINIMUM JOB REQUIREMENTS:**

**EDUCATION**

Requires a High School Diploma/GED

**EXPERIENCE**

Six (6) months of experience in cash management, bookkeeping or similar work.

**LICENSES AND CERTIFICATES**

None required.

**COMPETENCIES:**

An employee's performance will be evaluated on seven competencies.

- Customer Service
- Communication
- Quantity/Quality of Work
- Teamwork
- Initiative/Motivation
- Planning/Organizing
- Dependability/Attendance

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Proper public contact.
- Modern office procedures, methods, and computer equipment.
- Basic principles and procedures of record keeping.
- General bookkeeping practices.

**Skill in:**

- Operating various types of office equipment including computers.

**Ability to:**

- Make correct change.
- Type at a speed necessary for successful job performance.
- Tactfully respond to requests and inquiries from the public.
- Learn City and department policies and procedures.
- Simultaneously perform a variety of clerical functions.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Flexibility to adapt to a variety of work situations and interruptions.
- Work independently in the absence to supervision.
- Pass a drug test, criminal history background check, social security verification number check, and employment verification check.

**WORK HOURS:**

- Normal work hours Monday thru Friday 7:30 a.m. – 4:30 p.m.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

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Activity	Not at all	Rare	Occasional	Frequent	Continuous
Bend/Stoop				X	
Twist at waist			X		
Squat			X		
Crawl		X			
Climb		X			
Reach above Shoulder			X		
Crouch			X		
Kneel		X			
Balance	X				
Push/Pull			X		
Work outside in all conditions	X				
Work in confined spaces		X			
Work at heights ≥ 3 feet	X				
Operate machinery	X				

Indicate frequency (N = Never, R = Rare, O = Occasional, F = Frequent, C = Continuous)

Lifting Activity	1-10 lbs.	11-24 lbs.	25-50 lbs.	51-100 lbs.	101+ lbs.
Floor – Waist	O	R	N	N	N
Waist – Overhead	R	N	N	N	N
Carry	F	O	N	N	N
Push/Pull	O	O	O	O	O

Hearing acuity:	N/A	__	Average	X	Low	__
Visual acuity:	N/A	__	Average	X	Low	__
Manual dexterity	N/A	__	Average	X	Low	__

<b>Percent of time spent:</b>	
Standing	70%
Sitting	15%
Walking	15%

Name: \_\_\_\_\_