

EMPLOYMENT VACANCY

POSTED: MARCH 12, 2024

Job Title: Utility Clerk
Department: Public Works / Administration
Job Type: Full Time
FSLA Status: Non Exempt
Salary: -DOE



JOB PURPOSE

Under general supervision of the Utility Billing Manager and Public Works Director performs a variety of clerical and clerical-administrative duties on a daily basis. Handles incoming customer calls for water, sewer, streets and permits.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers phones and walk-in inquiries at the front service desk and routes to the appropriate staff.

Opens and closes office to public daily.

Receives and stores City office supplies.

Receives and distributes incoming mail and packages.

Responsible for issuing utility work orders, utility customer service, accepting utility payments, daily utility deposit.

Creates and maintains files.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE

Requires knowledge of office practices and procedures. Ability to accurately record and maintain records. **Experience with Incode Software preferred.**

SKILLS

Skilled in operation of personal computer, including word processing, internet, Invision software, 10-key calculator, multi-line phone, copy and fax machine.

PERSONAL ATTRIBUTES

Ability to establish and maintain effective working relationships with other employees, other departments, officials and the public; ability to communicate effectively verbally and in writing.

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WORKING CONDITIONS

PHYSICAL DEMANDS

The incumbent is frequently required to sit and talk or listen, use hands to operate objects, tools or controls, reach with hands and arms, walk through office, lift and/or move objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

The incumbent is faced with constant interruptions and must meet with others on a regular basis.

SENSORY DEMANDS

The incumbent must view and focus on documents.

MENTAL DEMANDS

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required by the position.