

## **UTILITY ACCOUNTS CLERK/RECEPTIONIST**

### **GENERAL DUTIES**

Perform various administrative, accounts receivable and citation duties. Act as receptionist; answer phones, route messages to appropriate staff, and greet customers at the office window. Receive payment for various City fees; records payment and forward documentation to appropriate staff. Receive, open and distribute mail; does related work as required. Responsible for all functions of the water/sewer utility billing system. The position also requires that you can be CJIS Certified.

### **GENERAL FEATURES OF THE CLASSIFICATION**

Responsible to the City Administrator for administrative and accounts receivable duties. Work involves considerable contact with the general public both in person and on the phone. Generally expected to work independently, but refers exceptional situations to the appropriate authority.

### **SUPERVISION RECEIVED**

Work is under the general direction of the City Administrator. Work hours are Monday Thru Friday 7:30-4:30 with 1 (one) hour for lunch from Noon to 1 (One) pm Daily.

### **SUPERVISION EXERCISED**

Supervision is not normally a responsibility of position in this class.

### **KEY PERFORMANCE AREAS**

Greet the public, act as receptionist, provide information regarding City services, answer inquires/complaints and refer to the appropriate parties. Answer phones and route calls or take messages.

Receive, open and distribute mail; does related work as required. Go to Post office 3 days a week.

Data entry of utility meter readings as necessary. Follow-up on erroneous meter readings.

Receive and post utility payments; prepare daily bank deposit. Go to bank 3 days a week.

Enter adjustments to specified accounts when approved by the City Administrator.

Generate and mail utility bills; respond to customer inquiries relating to bills. Follow-up on bills including research and problem solving.

General update and maintenance of customers' accounts; change of address, setting up "new

service” requests, process “disconnect service” requests. Forward service request to Public Works department.

Maintain all necessary records of past due accounts. Prepare and mail notices to customers regarding past due accounts. Refer unpaid accounts to appropriate authority for collection or other procedure according to City ordinances.

Maintain court records for traffic and ordinance citations. Including receiving payments, attending monthly municipal court hearing, prepare notices to DMV for unpaid accounts and refer unpaid accounts to appropriate authority for collections

Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

Ability to understand and follow detailed verbal and written instructions. Ability to learn clerical tasks, adhere to prescribed departmental routines; must have a general clerical aptitude and a basic knowledge of accounts receivable. Any combination of experience and training which demonstrates the knowledge, skills and ability to perform the described duties.

### **KNOWLEDGE**

Skilled in Microsoft office products including Word and Excel. General office practices and procedures; accounts receivable practices used in maintenance of utility accounts, billing procedures; cash posting procedures; filing systems; business English, grammar and spelling

### **SKILLS**

The operation of standard office equipment, including the operation of a computer to update/access files; computer document/word processing; making computations and tabulations accurately; understand and follow verbal/written instructions, learn clerical tasks, and adhere to prescribed departmental routines. Ability to learn Tyler Technologies a Public Sector Software System.

### **ABILITIES**

Properly record and document City transactions; deal effectively with frequent interruptions; establish priorities and organize own workload. Organize, file and retrieve materials and documents; communicate effectively verbally and in writing; use tact and courtesy in dealing with the public and other officials. Use independent judgment in making decisions and work with limited supervision, and work as a team.

### **EDUCATIONAL REQUIREMENTS**

High school graduation or equivalency; preference given to post-secondary training.

### **EXPERIENCE**

One year of experience involving responsible administrative/accounts receivable duties, and customer service.

**PRE-EMPLOYMENT REQUIREMENTS**

Drug screening may be required, must be able to be bonded, educational and experience verification. Pass a background check. Must be able to be CJIS Certified. Demonstrated ability to perform essential functions.

**WORKING CONDITION and PHYSICAL ABILITIES**

Work is performed in office setting. Hand-eye coordination and fine manipulations are necessary to operate computers and various office machinery. This position requires occasional lifting of up to 50 pounds.

**FLSA EXEMPTION STATUS**

Non-exempt

Approved by the Common Council on December 11, 2000.