

City of Port Orford

UTILITY CLERK and COURT CLERK/ CUSTOMER SERVICE REPRESENTATIVE

POSITION SUMMARY

This position is responsible for providing administrative, fiscal, and program support to the City. The Utility Clerk/ Court Clerk/ Customer Service Representative is expected to provide excellent customer service to citizens by responding to inquiries, complaints, and requests for assistance in a timely and effective manner. This position operates computer systems, processes paperwork, permits, and provides technical and administrative support for a variety of departmental functions, including data for the public works department. Interest in learning and attention to detail are needed. The position requires the ability to be CJIS certified, LEADS certified, and to pass a background check.

SUPERVISION RECEIVED

Work is under the general direction of the City Administrator. Work hours are Monday through Friday 7:30-4:30 (with one hour for lunch daily.)

SUPERVISION EXERCISED

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

ESSENTIAL FUNCTIONS

The Utility/Court Clerk/Customer Service Representative of the City of Port Orford is expected to:

1. Understand and promote all professional aspects of public service and conduct themselves in a manner that reflects positively on the City of Port Orford.
2. Work with elected officials respectfully and professionally.
3. Present a helpful, welcoming, calm, and patient attitude to the public; diplomatic public relations are required. Must competently and tactfully explain Utility and Court procedures and outcomes to customers.
4. Perform responsibilities with effective communication and cooperation, which promotes an open exchange of information, respect, professionalism, and high ethical standards, including confidentiality regarding sensitive materials.
5. Tabulate and compute mathematically (whole numbers, decimals, and fractions) for financial reconciliations, utility-use calculations, billing, fees, and payment plans. High-level knowledge and proficiency with Excel and Word are required.

6. Continue to develop skills through training, reading, and meeting with others so they can perform the duties of their position.
7. Follow and enforce all safety rules and procedures and contribute to the safety of coworkers and the public.
8. Contribute effectively to accomplish city goals, department objectives, and activities; follow rules, policies, procedures, and laws.
9. Practice common courtesy and respect with fellow employees, especially related to work schedules, workload, coordination of time off, and shared equipment areas.
10. Engage with coworkers to provide data, insight, and reports for City problem-solving needs.

TYPICAL DUTIES

1. Perform varied clerical and administrative services.
2. Act as a receptionist and interact positively with residents and customers.
3. Receive cash receipts for sewer and water services, licenses, fees, and fines.
4. Maintain utility billing accounts, receive and post payments for billing and deposits, print, post, and track utility bills, reconcile water/sewer records, maintain accounts receivable records, prepare shut-off lists, calculate leaks, and assess/record late penalties.
5. Manage the collection of online payments with our billing software systems (Tyler and N-court).
6. Act as Court Clerk, including attending municipal court one day per month or as necessary, receiving and recording citations and fines, tracking payments and appearances, or other reports as required. Communicate with external agencies to facilitate proper outcomes.
7. Assist City Staff with other duties as assigned.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. 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.

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— (rev.4/25)