

**CITY OF PELICAN RAPIDS
POSITION DESCRIPTION**

POSITION TITLE: Utility Clerk
DEPARTMENT: Clerk-Treasurer's Office
SUPERVISOR: Clerk-Treasurer
EFFECTIVE: 06-24-15
JOB CLASS RATING: 338

Job Title: Utility Clerk
Department: Administration
Supervisor: Clerk-Treasurer
Effective Date: 6/18/15
Job Class Rating: 338

DESCRIPTION OF WORK

General Statement of Duties: Responsible for the utility billing operations including: entering meter readings, billing, collection of accounts, deposit of utility funds, and following up on delinquent accounts. Also performs broad, varied receptionist and secretarial work to provide the best possible customer service both in person and on the telephone. Duties include- but not limited to- customer service, typing, filing and copying as assigned.

Work Schedule: Monday – Thursday 7:30 a.m. to 5:30 p.m.
Friday 7:30 a.m. to 11:30 a.m.

Supervision Received: Works under the general and technical supervision of the Clerk-Treasurer.

Supervision Exercised: None.

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR UTILITY BILLING

Calculates, prints and reviews water and sewer bills.

Receives utility payments via mail, drop box, credit card and in-person and enters into computer system.

Maintains customer information by updating accounts with name and address changes, new and deleted customers, and other changes in account status and information.

Coordinates turn-on/turn-off and service requests.

Determines and collects delinquent bills; issues late and shut-off notices when appropriate. Recommends certification of unpaid utility bills to property taxes.

Responds to phone inquiries/complaints relating to utility billing.

Investigates any discrepancies with meter readings.

Accounts for Industrial, Commercial and Residential water usage for reporting purposes.

Enters and maintains utility information and uses this information to complete and submit annual water and sewer reports to State Agencies.

Monitors and completes activities related to the City's Wellhead Protection Plan.

ESSENTIAL DUTIES AND RESPONSIBILITIES AS UTILITY CLERK

Greets the public, determines the nature of business, provides information, answers questions, refers inquiries to appropriate departments.

Provides skilled receptionist and secretarial services to support city functions including typing, filing and copying.

Answers all city telephone lines, provides information and/or refers as appropriate until the afternoon receptionist arrives.

Collects information to be sent in Council Packets and distributes them.

Assists with building permits and rental housing questions.

Keeps records retention schedule and manages the vault.

Assists with personnel files and creates Timesheets.

QUALIFICATIONS

Minimum Qualifications: Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing. Must have a Minnesota Driver's License.

Desirable Qualifications: Prefer one year experience or combination of experience and post-secondary education in office practices, computer accounting, data processing.

Prefer experience working with the public.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

1. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures;
2. Skill in operating listed tools and equipment;
3. Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationship; ability to work with angry or difficult customers.

SPECIAL REQUIREMENTS

None.

TOOLS AND EQUIPMENT USED

Personal computer, 10-key calculator, phone, mailing, fax, credit card POS machine, and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk; use hands to finger, handle objects, tools or controls and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet; however multiple phone conversations, computer printers and copy machines contribute considerable noise at times.