

March 13, 2019

**VACANCY ANNOUNCEMENT  
PROMOTION/TRANSFER**

**VACANCY:** Utility Clerk – Water Division  
Full Time - 40 hours

**SALARY:** 31F - \$21.45 to \$30.90 per hour (hired before 7/1/03)  
\$21.45 to \$26.69 per hour (hired after 7/1/03)

**NATURE OF WORK:** Please read the attached job description.

**QUALIFICATIONS:** Graduation from high school or the equivalent, including or supplemented by courses in bookkeeping and business practices, plus 3 years of progressively responsible experience in varied office clerical/accounting work or 3 year of utility billing experience or an equivalent combination of education and qualifying experience substituting on a year for year basis.

**HOW TO APPLY:** Applications for Promotion/Transfer are available in the Personnel Department. Office hours are Monday through Friday, 8:00 A.M. to 5:00 P.M.

**LAST DATE TO APPLY:** Friday, March 22, 2019.

## UTILITY CLERK

### General Description:

This is a very responsible accounting and clerical position involving the processing of quarterly water and sewer billing which includes the technical maintenance and processing of all Water/Sewer billing accounts, customer service, and performs a wide range of administrative support for activities of the Meter Division, Water Distribution Division and the Cross Connection program.

Work involves responsibility for interpreting and applying city and state rules and regulations pertaining to the Water & Sewer Billing. This position includes the maintenance of customer accounts as related to billing, meter readings, backflow records, consumption history, meter test records, monitoring payment plans. This position has the responsibility for making difficult, technical accounting clerical decisions and prioritizing work assignments. This position requires that the employee have considerable knowledge, skill and ability in utility billing, recordkeeping and general office practices.

### Supervision Received:

Works under the supervision of the Public Utility Billing and Administrative Supervisor, Director and/or Superintendent of Operations.

### Examples of Duties:

Processes detailed correspondence pertaining to utility billing errors, high usage, remote devices and meters not functioning, inspection reports, and types a variety of forms, checks, reports and statistics.

Receives payments; records amounts, issues receipts and prepares cash transmittal of all checks received for collectible fees/services and accounts receivables.

Responsible for Utility billing process including compiling and analyzing data pertaining to all water/sewer billing. Calculates, reviews and edits the master water/sewer billing register to ensure accuracy, updates journals and other record systems.

Researches and makes complex calculations of customer accounts, and processes additions or abatements, as required.

This position is the back-up payroll person. Verifies time sheets and enters payroll data into payroll software for the Water & Fiscal Division of the Public Utilities Department.

Performs a variety of routine office duties such as filing, answering numerous inquiries and complaints over the phone and in person serving as the chief information clerk, directing callers to proper persons and providing information regarding the functions and operation of the department. Prepares, explains and disseminates complex calculations for real estate closing to attorneys/homeowners.

Records/updates/maintains address changes for billing systems.

## UTILITY CLERK (continued)

### Examples of Duties:

Prioritizes and processes daily work orders, maintains backflow records and provides reports to State and Federal regulatory agencies, as directed.

Interprets and applies department, City & State rules and regulations pertaining to all areas within Public Utilities.

Collaborates and may give directive to the Distribution meter reading staff & supervisor for utility shut-offs or emergency calls. Required to transmit urgent and routine information to staff of the Public Utilities, Public Works and the Parks Department via radio communications. Monitor radio communications that pertain to Public Utilities.

Responsible for creating new customer accounts, maintains a list of fire hydrants out of service.

Monitors and prepares a list of defaulted payments

Prepares written response for disputed billing to customer and Public Utilities commission and answers technical inquiries and notifies customers of potential service leaks. Prepares invoices and monitors payments for damaged services and hydrants, including working with insurance companies. Closely monitors water usage irregularities. Enters CBYD tickets via internet or by telephone for routine and/or emergency marking out of utility lines. Notifies various departments for road closures/interruption of services.

Performs related work as required.

### Knowledge, Skills and Abilities:

Considerable knowledge of billing and accounting principles and practices and knowledge of Water/Sewer billing system.

Considerable knowledge of policies and procedures of state regulations and laws for water/sewer services and billing processes.

Considerable ability to administer billing policies and procedures including scheduling, routine and complex decision-making, and completion of time sensitive reports and forms, ability to recognize and resolve billing system malfunctions.

Exceptional computer skills in MS Word, MS Excel, billing software, internet research, and good skill in the use of standard office machines including an adding machine and typewriter.

Considerable mathematical computations.

Considerable ability to effectively interact with the public and be knowledgeable in effective methods and techniques of customer service. Considerable ability to multi-task, plan work assignments, manage time, be highly organized and to ensure proper flow of recordkeeping.

Good ability in oral and written communications.

Good ability to maintain routine financial records, create and maintain a variety of accurate files, records and reports.

UTILITY CLERK (continued)

Knowledge, Skills and Abilities:

Good ability to establish and maintain effective working relationships with supervisors, associates, vendors and the general public.

Qualifications:

Graduation from high school or the equivalent, including or supplemented by courses in bookkeeping and business practices plus three years of progressively responsible experience in varied office clerical/accounting work or three years of utility billing experience or an equivalent combination of education and qualifying experience substituting on a year for year basis.