

POSITION DESCRIPTION

Title: Sewer Clerk
Department: General Government
Location: City Hall
Union: General Unit (AFSCME)

GENERAL PURPOSE

Performs a variety of routine and complex clerical, administrative, and bookkeeping work in the collection of payments and the maintenance of utility financial information to the public and other city departments in a fast paced office setting.

SUPERVISION RECEIVED

Works under the direct supervision of the Director of Finance and Personnel, with duties assigned on an as needed basis by the Wastewater Superintendent.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides high quality customer service in an often fast-paced environment of multiple tasks and priorities
- Effectively collaborates with other staff in an office environment that requires a high level of flexibility, interaction and cooperation
- Serve as first clerk to assist customers
- Effectively coordinates with representatives from Gardiner Water District in regard to utility billing
- Processes meter reading data; prepares and mails utility bills; maintains current customer account files, processes abatements and supplemental bills, and sewer finals
- Pursues collection of delinquent utility accounts including preparation and mailing of 30-day lien notices and preparing liens
- Processes invoices for the WasteWater department
- Attends Wastewater Advisory Board meetings and prepare meeting minutes
- Receives telephone calls and citizen requests concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints; and provides information and assistance to customers
- Balances cash drawer for correct amounts of collected and posted deposits
- Serves as Notary Public
- Other clerical and administrative duties as directed by supervisor

PERIPHERAL DUTIES:

- Provide back-up support to the City Clerk when he/she is absent, including attending and taking minutes at City Council meetings, operating the audio/video equipment, and preparing and distributing agenda materials
- Cross-train to perform duties and functions of the City Clerk and Tax Collector/Deputy Treasurer
- Cross-train to perform some of the basic duties of the Utility Clerk/Planning & Development Administrative Assistant

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as word processing, typing, filing, accounting and bookkeeping, and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; and some knowledge of accounting principles and practices.
- Ability to keep varied records, to assemble and organize data and prepare reports.
- Skill in operation of listed tools and equipment.
- Ability to meet and deal effectively with the public in a professional manner, ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- Ability to make minor decisions in accordance with laws and regulations and to apply these to work situations.
- Ability to learn laws and procedures related to municipal sewer billing.
- Ability to establish and maintain effective working relationships with City officials, Gardiner Water District employees, and general public.

SPECIAL REQUIREMENTS

Valid State Driver's License, or ability to obtain one
Notary public certification (within six months)

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheets, internet, and data base; calculator; phone; copy and fax machine(s), and postage meter.

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 talk or hear; sit; use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to stand or walk.

The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, 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 work environment is in a high-volume and high-traffic area and the noise level is rarely quiet.

WORK HOURS

Work hours are established by union contract for this position.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview(s) and reference check; job related tests may be required.

The duties listed 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 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 requirement of the job change.