

CITY OF ATKINS

POSITION DESCRIPTION

TITLE: Utility Billing Clerk

DEPARTMENT: City Administrator's Office

Position Reports To: City Administrator

Supervisory Responsibilities: None

Position considered Full Time at 30 hours per week. Pay range is \$18.00 - \$23.00 per hour.

JOB FUNCTIONS:

Responsible for monthly utility billing and other clerical functions as needed in City Hall. Provides assistance to the City Administrator, City Clerk and Deputy City Clerk with the daily business of City officials and citizens.

JOB RESPONSIBILITIES include but are not limited to:

Customer Service: Directly interface with citizens at City Hall via phone, mail, email, or in person.

Communication: Communicate effectively with elected officials, City staff, citizens, and vendors using written, digital, and oral forms of communication.

Utility Billing System:

- Utilizing the City's utility billing system, generate monthly bills, process new accounts, finalize terminated accounts, process penalties and delinquent notices, issue shut-off orders, generate reports, monthly reconciliations, and all matters related to the Utility Billing System.
- Process all forms of payments.
- Work with vendors, citizens, staff to resolve utility billing issues.
- Process sales tax and water excise tax reporting and payments.

Documentation:

- Maintain official records of the City of Atkins.
- Manage paper and electronic files, with an emphasis on electronic storage.

Meetings: Attend meetings as requested during office hours and occasionally during evenings.

Other General Duties:

- General Housekeeping – maintain organized office environment.
- Order or purchase city supplies as needed.
- Process and issue permits.
- Coordinate training and travel.
- See that money handling procedures are followed and secure.
- Operate all office equipment: phone, copier, printer, fax, computers, and more. Some of the software used: Word, Excel, Publisher, Power Point, Outlook, web browsers, fund accounting software, etc.
- Participate in cross training with other city office staff positions.
- Maintain and record time worked accurately and promptly.
- Other tasks as may be required.

The responsibility for determining priority of tasks is subject to the direction of the City Administrator/City Clerk.

QUALIFICATIONS:

Education: Associates Degree in Business Administration or Accounting preferred or the equivalent to 3 years' experience.

Experience: Experience in an office environment preferred. Accounts Receivables, Accounts Payables, and Microsoft Office preferred. Three (3) years of direct experience with Accounts Receivables, Accounts Payables, and/or utility billing processes. Ability to create correspondence letters, forms, lists, databases, newsletters, mailings using Microsoft Office.

Licenses/Certifications/Endorsements:

Valid driver's license required.

Iowa Certified Municipal Clerks or Iowa Certified Municipal Finance Officers and/or Certified Municipal Clerks or Master Municipal Clerks through the International Institute of Municipal Clerks credentials preferred.

Physical Requirements – Must be able to lift objects weighing in excess of 25 pounds on an occasional basis and carry, push or pull them up to 10 feet unassisted; must be able to stand, sit, listen, and watch for extended periods of time.

Skilled Requirements – Must have the ability to prioritize, plan and schedule a variety of activities in accordance with established deadlines; must be capable of performing under moderately to highly stressful conditions created by the need to provide accurate solutions to problems. Must be able to communicate priorities to citizens and staff.

Qualified candidate must be able to read, write, speak, and understand the English Language.

This job description is not intended to limit the responsibilities of an employee assigned to this position to those duties listed above. The employee is expected to follow any other reasonable instructions and perform any other reasonable duties requested by City management. The level of involvement may vary based on need and individual capabilities.

REQUIREMENTS:

- The candidate will be required to work toward becoming a Certified Municipal Clerk through the Iowa Municipal Finance Officers Association and/or the International Institute of Municipal Clerk Association within 5 years of hire.
- Follow all city policies regarding the handling of money, confidentiality, security, timecards, attendance, open meetings and open records, and other city policies.
- The candidate must be bondable.
- Must pass pre-employment screening(s) such as pre-employment physical, drug testing, background checks, motor vehicle screening, and credit checks.
- Ability to work during office hours that are typically Monday through Friday 7:30 a.m. to 4:00 p.m. Some occasional evening hours will occur to attend requested City Council, and/or Committee meetings.
- Candidate must be willing and able to attend continuing education training and conferences.

DISCLAIMER

All duties and requirements in this job description have been determined by the employer to be essential job functions and are consistent with ADA requirements and are representative of the functions that are necessary to successful job performance. They may not however, reflect the only duties performed. Employees in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose, or intent of the position.