



JOB DESCRIPTION

Job Title: Utility Clerk
Department: GMSA
Classification: Non-Exempt
Pay Grade: Grade 7
Starting Wage: \$31,200.00
Reports to: Utility Office Manager
Date Updated: June 21, 2023

SUMMARY

Responsible for the efficient and timely processing of utility bills, late notices, deposits, payments and collection of delinquent accounts, as well as providing customer service to the public.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Excellent Customer Service Skills
- Research and handle customer inquiries\complaints appropriately
- Process Gas, Water and Sewer Service Orders
- Set up accounts and maintain utility customer accounts for GMSA, RWD #6 and RWD #9.
- Receiving incoming utility payments and performing accurate data entry to customer's accounts (via night drop, drive-thru, mail and walk-ins)
- Prepare daily deposits and balance cash drawer daily
- Process Automatic Draft Payments
- Process the AMR system
- Timely and accurate billing of utility customers; issuance of late and cut-off notices to customers; apply penalties to past due accounts
- Handle the collection of delinquent accounts and work with other employees on the collection process
- Process discontinued accounts, including deposit refunds
- Coordinate with GMSA Servicemen regarding meter readings and related activities, verification of discrepancies and corrections and the setting up of new services
- General Clerical duties
- Performs other related duties as assigned by Office Manager
- Prompt and regular attendance is required for this position

PERIPHERAL DUTIES

- Makes appropriate decisions for proper customer service
- Keep and maintain records of sewer backups, sewer clean out and backflow prevention devices accurately
- Back up for Administrative Assistant
- Abides by all standards, conduct and policies, as stated in the Personnel Policy and Procedures Manual

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.

QUALIFICATIONS

Education, Licensure, or Certification

- High School Diploma or GED

Experience, Specialized Knowledge, and Other Requirements

- Customer Service Skills
- Problem Solving
- Account reconciliation
- Experience with Microsoft Word, Excel and Outlook
- Experience in operating standard office equipment; i.e. computer, 10 key calculator, copier, telephone, fax, etc.

Knowledge, Skills and Abilities – With or without accommodations

Knowledge

- Ability to handle cash and make change
- Knowledge of customer service skills and proper public and telephone etiquette
- Ability to work with minimum supervision
- Ability to communicate orally and in writing
- Ability to file numerically and\or alphabetically and transfer information accurately
- Ability to make basic math computations

Physical

- Has ability to perform physical activities such as sitting, standing, walking, talking, bending, reaching, grasping; uses hands repetitively to handle, feel and operate standard office equipment and computers;
- Has the potential of occasionally lifting up to 20 pounds
- Has normal eyesight and depth perception, with or without correction
- Hears normal tones, with or without correction
- Has ability to work within environment described below

Cognitive

- Ability to listen, understand, read, write and communicate information
- Ability to add, subtract, multiply, and divide whole numbers, fractions, and decimals
- Ability to use logic and reasoning to identify appropriate solutions or approaches to problems

- Ability to establish and maintain effective working relationships with subordinates, peers, superiors and the public

The physical and cognitive 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.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works inside under typical office conditions. The employee regularly sits for extended periods. The noise level in the work environment is usually quiet.

SUMMARY

This 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.

I have read and understand my duties described above.

Employee

Date