

CITY OF UNION GAP POSITION DESCRIPTION

Class Title: Finance Tech – Utility Clerk
Department: Finance and Administration
Revision Date: December 20, 2021
FLSA Status: Non-exempt
Union: Teamsters

GENERAL PURPOSE:

Performs routine clerical, bookkeeping, and administrative work in the billing of utility and other public services.

SUPERVISION RECEIVED:

Works under the direct supervision of the Director of Finance and Administration.

SUPERVISION EXERCISED:

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Read computer files or gathers records such as meter books, invoices, etc. to compile needed data.

Enter information into computer or computes amounts due.

Perform a variety of reception, mailing, telephone, clerical, typing and related office activities.

Prepare, process and check office documents required for municipal administration, water meter applications and related items (service in/out, deposits, billing changes); and prepare periodic reports as required.

Prepare monthly utility billing including input of meter readings and extra garbage billing, checking bills for accuracy, and preparing bills for mailing.

Processes work orders for utility disconnections, re-connections, new orders, and other public works service requests.

Processes meter reading data; prepares and mails utility bills; maintains current customer account files; assists in reconciling utility billing activity with the general ledger.

Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints.

Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules, customer follow-up account research, preparing liens and write-offs, appearing in court to testify on behalf of City, when appropriate.

Working knowledge of Word and Excel and balances cash drawers daily.

Provides customer service at front counter and over telephone as needed.

PERIPHERAL DUTIES:

Provides clerical support to the finance and administrative staff as required.

Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Serves as a back-up cashier including receipting of utility payments and various other payments.

Provides utility-related clerical support for the Director of Public Works Director and Community Development and Civil Engineer, when directed.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) Graduation from an high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing, and
- (B) Two (2) years of increasingly responsible related experience, or
- (C) Any equivalent combination of education and progressively responsible experience. with additional work experience substituting for the required education on a year for year basis
- (D) Bilingual – Spanish Preferred.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; working knowledge of governmental accounting principles and practices;
- (B) Skill in to operating listed tools and equipment; and,
- (C) Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions.

SPECIAL REQUIREMENTS:

- (A) Must be bondable;
- (B) Valid State Driver's License, or ability to obtain one.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing and spreadsheet software; central financial computer; 10-key calculator, phone, switchboard, base radio, fax and copy machine.

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 and talk or hear. The employee is occasionally required to walk; use hands to operate, finger, handle, or feel 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 moderately quiet.

SELECTION GUIDELINES:

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

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.

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.