

CITY OF MARTINSBURG



JOB: UTILITY CLERK

DATE: 05/10/2018

PAY GRADE: 9

**REPORTS TO: UTILITY BILLING
SUPERVISOR & FINANCE DIRECTOR**

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1. TASK & DUTIES LIST AND MEASURES OF PERFORMANCE FOR: UTILITY CLERK

- **PAY STAUS: NON-EXEMPT**

2. REQUIREMENTS:

	Education:	<p>Minimum High School Diploma or Equivalent and a combination of three (3) years of general office, communications, records management, or collection experience. Any combination of education and experience is acceptable. Some advanced education or training preferred.</p>
	Licensing, Registration or Certification:	<p>Background check must be satisfactory. Pre-employment screenings must be passed. Must possess and maintain a valid WV drivers license.</p>
	Experience	<p>Education and a combination of three (3) years of general office, communications, records management, or collection experience. Any combination of education and experience is acceptable. Some advanced education or training preferred.</p> <p>Customer service experience with strong, positive skills.</p>
	Skills, Knowledge and Abilities:	<p>This position requires knowledge of application software utilizing on-line real time concepts.</p> <p>Knowledge and understanding of computers and data processing is required (Microsoft Windows, Word, and Excel).</p> <p>Strong customer service orientation is essential. Customer service experience with strong, positive skills.</p> <p>Individual must be a self-starter and have self initiating skills.</p> <p>Ability to perform accurate, detailed, timely work as committing major errors would result in heavy loss, cost or damage.</p> <p>Must have knowledge of City government operations.</p> <p>Comprehensive knowledge of applicable provisions of the State of West Virginia.</p> <p>Skill in operating a multi-line switchboard phone system, fax/copy machines, postage machines and calculator.</p> <p>Ability to establish and maintain effective working relationships with co-workers, other departments, officials, vendors and the public.</p> <p>Ability to work under pressure and with frequent interruptions.</p> <p>Ability to work effectively and consistently with the public. Ability to work with</p>

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		<p>difficult customers calmly and effectively. Ability to work within deadlines. Ability to utilize math skills accurately and quickly.</p> <p>Ability to communicate effectively, both verbally and in writing.</p>	
Physical:	Body Positions:	Standing, walking, sitting,	
	Body Movements:	<p>Use hands to finger, handle, feel or operate objects, tools, or controls.</p> <p>Ability to access, input and retrieve information from a computer.</p> <p>Reach with hands and arms.</p> <p>Occasionally lift and/or move up to 25 pounds.</p> <p>Driving.</p>	
	Body Senses	Sight, hearing, speech and smell. Must be able to speak and hear. Specific vision abilities include close vision and the ability to adjust focus.	
Mental:	Language	<p>Ability to read, speak and write English. Ability to effectively communicate and project positive attitude. Must be able to communicate effectively verbally and in writing.</p>	
	Supervision Exercised	None	
	Reasonable Accommodations	Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	

3. WORKING CONDITIONS: Most work is generally in an office environment in a generally sedentary job. Noise level is usually minimal and environment is comfortable. May be required to occasionally deliver or retrieve items from off site locations. Few hazards exist with this position.

4. TASKS and DUTIES OF JOB: General Definition: Performs a variety of technical, professional and administrative functions for the City giving primary responsibility to utility billing and customer assistance. Secondary responsibility is to serve as backup to the Cashier I.

1	Maintains the required confidentiality of all work.
2	Assist Water & Sewer Collector in maintaining the water & sewer fee customer accounts of the City.

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3	Processes statistical data on the City computer system and on a personal computer.
4	Processes a variety of required reports for fire, garbage, water and sewer charges.
5	Types and edits a variety of correspondence, reports, memos and other documents requiring judgment as to content, accuracy and completeness.
6	Inputs data to standard department forms and compiles data for management use.
7	Tracks long term history of individual customer accounts.
8	Receives calls and citizen visits concerning utility billings. Responds to citizen complaints in a professional and positive manner. If unable to assist directs to appropriate supervisor or department for response.
9	Resolves water and sewer, fire and garbage billing issues with consent of the Utility Billing Supervisor or Finance Director.
10	Reviews billing and completes follow-up on delinquent water and sewer, fire, and garbage fees. Mails delinquent and termination notices, terminates service as authorized, and files appropriate court suits and/or liens.
11	Handles bankruptcy issues and fill out the appropriate claim forms.
12	Prepares payment agreements for delinquent customers as authorized.
13	Prepares water and sewer, fire, and garbage fee adjustments as authorized.
14	Prepares customer contracts and garbage fee affidavits as authorized.
15	Coordinates fess and billing with various other departments as required by ordinance.
16	Works in close coordination with the Water & Sewer Collector and Fire & Garbage Collector.
17	Works together with and serves as first backup to the Cashier I position(s).
18	Computes final billings for utility accounts.
19	Must work with all other City employees and customers in a calm, reasonable and rational manner.
20	Any and all other duties assigned by the Utility Billing Supervisor or Finance Director.

5. MEASURES OF PERFORMANCE:

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1		Has a thorough understanding of job duties.
2		Shows an interest in job and City.
3		Communicates effectively with co-workers and supervisors. Maintains positive relationships with co-workers and all contacts.
4		Accepts and adapts to change, Learns new things quickly.
5		Cares about quality-rarely makes errors, Requires little direct supervision.
6		Has ability to multi task in changing situations, without undo stress or frustration.
7		Practices quality customer service/phone manner.
8		Accurate in duties as assigned.
9		Prepares required reports accurately and timely.
10		Strives to develop and maintain skills necessary to progress in the Utility Clerk position. Seeks opportunities to grow and develop in position.

<p>I have reviewed and understand the task and duty description. The job description is not exhaustive but is merely an accurate list of the current job. Supervision reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change: example, emergencies, changes in personnel, workload or technical development.</p>			
Employee	Date	Supervisor	Date