

City of Medical Lake



Job Description

Job Title: Utility Billing Clerk **Department:** Finance
Reports To: Finance Director **Effective Date:** 7/22/2022
Compensation: \$16.94 to \$20.59 per hour

Major Function and Purpose

This is a full-time, union position, appointed by the Mayor. Assists the City Administrator, Mayor and Public Works Director in a variety of clerical and administrative duties necessary for utility services administration. Primarily assigned to public counter to assist in receiving and receipting payments for all City business. Performs clerical work supporting City business. Regular public contact requiring tact and good interpersonal skills.

Job Duties and Responsibilities

The job duties and responsibilities represented in this job description in no way imply that these are the only duties to be performed. Employees occupying the position will be required to follow and perform any other job-related instructions and/or duties requested by a supervisor.

- Serves public by responding to a wide variety of inquiries using independent judgment to respond to basic questions within training and knowledge and routing of inquiries to appropriate City departments. Must be familiar with all City operations, policies, procedures and precedents to provide accurate information and/or direction to the public. Waits on public at counter as well as answers phones
- Coordinates and administers the mailing of monthly utility bills. Provides clerical support for Public Works and facilitates work orders for meter read and maintenance activities. Assists with garbage related inquiries and corresponds with garbage service contractors.
- Responsible for receipting in utility payments and others miscellaneous revenues of cash, check, electronic payment and credit card. Performs daily cash drawer reconciliation.
- Assists in mail duties including receiving, sorting and distribution of incoming and outgoing mail.

- When necessary, assists in the opening and closing of City Hall.
- Performs clerical support as assigned.

Knowledge, Skills and Abilities

1. Knowledge of exacting office procedures, filing, typing, business English, business math and public relations skills normally acquired through the completion of high school and has prior administrative support experience.
3. A high degree of organizational ability, flexibility and public service ability is required.
4. Proficiency in the use of general office equipment and intermediate computer experience.
5. Must have highly effective and positive communication skills, including the ability to transmit clear messages to the public and user departments.
6. Ability to use independent judgment and initiative in managing the priorities and responsibilities of the position and tasks assigned by others.
7. General understanding of government utility services; water, sewer and garbage.
8. Utility accounts managed using Tyler Technology system. Prior experience preferred.

Working Conditions

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.

Work desk and area is located in City Hall. The noise level in the work environment is usually quiet to moderate, with occasional interruptions of normal office machine and public counter noise.

Contacts and Relationships

The Utility Billing Clerk will have daily contact with employees of the City and with the citizens of the community. In addition, he/she will be expected to present him/herself in a manner creditable to the City in all contacts with any individual, agency, or jurisdiction with which he/she may come in contact.

Tools and Equipment Used

Desktop computer, including word processing, spreadsheet and data base; 10-key calculator; recording system; motor vehicle; phone; fax and copy machine.

Physical Requirements

The physical requirements 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 function.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job the employee is occasionally required to stand; walk; use hands to handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is required to sit; stoop, kneel; talk and hear.

The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and the ability to focus.

Experience and Training

Any combination of experience and training that provides the desired skills, knowledge and abilities.

Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position.

This job description does not constitute an employment agreement between the Employer and employee and is subject to change as the needs of the Employer and requirements of the job change. This job description should not be construed to imply that these requirements are the exclusive standards of the position. The duties listed above are intended only as illustrations of the various types of work that may be performed. Incumbents will follow any other

instructions, and perform any other related duties, as may be lawfully required by their supervisor.

Signature

Date