



Utilities Department

Town of Clarkdale

P.O. Box 308, Clarkdale, Az. 86324

Tel (928) 639-2520 * fax (928) 639-2529

UTILITIES CLERK II **JOB DESCRIPTION**

DESCRIPTION: Under direction of the Town Utilities/Public Works Administrative Supervisor, this position provides Utilities Department administrative duties with an emphasis on billing operations and customer service, including customer account maintenance and large volumes of data entry. Due to economic constraints, employees in this class are typically working a thirty-six (36) hour work week. Schedules may change depending on the needs of the organization.

CLASSIFICATION: This position is in a highly visible workstation requiring frequent interactions daily with customers, residents and visitors, along with performing multiple tasks. Positions in this class are characterized by a thorough knowledge of utility billing operations and a variety of clerical duties. Employees in this class perform a variety of responsible accounting duties which require strict accuracy. An employee successful in this higher-level entry position performs work with minimal supervision. Job functions require the ability to think independently, use sound judgment and apply exceptional communication and customer service skills. This is a non-exempt, at-will position.

ESSENTIAL FUNCTIONS AND DUTIES:

Essential functions and duties may be modified at any time at management's discretion. Typical duties may include, but are not limited to the following:

- Participates in the implementation of goals, objectives, policies and priorities of the Town;
- Receives the public, coworkers, citizens and business professionals on a daily basis;
- Assists with organization and operations of the Utilities Department;
- Performs duties of primary receptionist for the department;
- Addresses customer complaints or requests;
- Performs all responsibilities in billing customers for water, wastewater & trash services;
- Monitors customer accounts for water, wastewater and trash services;
- Calculates bills, payments due, etc. and determines correct processes;
- Reviews and maintains invoices from outside trash services;
- Generates summary reports and prepares mailings;
- Types and prepares correspondence, reports and other materials as directed;
- Initiates and maintains a variety of files, records and databases (hard copy and electronically);
- Operates a cash register;
- Participates in providing information to the public on Town services;
- Performs related duties and responsibilities as required or assigned.

MINIMUM QUALIFICATIONS

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. Experience in areas of billing operations and customer service required. An example combination is a high school diploma with two (2) or more years of increasingly responsible billing and customer service or relevant experience.

Knowledge, Skills and Abilities

- Knowledge of billing procedures;
- Knowledge of modern office practices, procedures and equipment;
- Skilled in the use of computer and various softwares and the ability to use multiple technologies as daily working tools;
- Ability to prepare and maintain accurate billing reports;
- Ability to review, create, maintain and produce accurate records and statistics;
- Ability to effectively communicate whether orally or in writing;
- Ability to establish and foster effective working relationships;
- Ability to organize and prioritize, and to work independently under time constraints and deadlines;
- Ability to exercise initiative, apply sound judgment and produce reasonable recommendations;
- Ability to be flexible in the face of change.

Physical Requirements

This classification involves work that may require:

- Vision sufficient to read technical, legal and regulatory documents, periodicals, computer screens, computer print outs, business correspondence, audio visual materials, and other documents encountered in the course of work;
- Hearing sufficient to hear conversational levels in person and over the telephone;
- Speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone;
- Mobility sufficient to safely work in office settings and similar environments;
- Dexterity sufficient to safely operate office equipment including computers;
- Strength sufficient to lift, carry and move ten (10) lbs.;
- Endurance sufficient to sit, walk and stand for extended periods, and maintain efficiency throughout the entire work shift and during extended work hours.

Working Conditions

- Work is regularly performed within an inside office environment;
- The noise level is varied but usual to that of an inside office environment;
- The employee may be required to walk over uneven flooring or terrain;
- The employee may be required to work outside normally scheduled hours and/or assigned to report to a specific location for training and/or meeting attendance;
- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms;
- 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.
- The Town of Clarkdale is a drug-free, smoke-free work environment.

PRE-EMPLOYMENT DRUG TESTING IS MANDATORY.

THE TOWN OF CLARKDALE IS AN EQUAL OPPORTUNITY EMPLOYER (EOE).

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 Town and requirements of the job change.