

WATER ACCOUNT CLERK

THE OPPORTUNITY

The Water Account Clerk performs a variety of tasks involving clerical skills in support of the Finance department. Assists at the front counter, processes water payments, opens the mail, prepares reports and correspondence, answers telephone, responds to inquiries, files information and maintains computer and manual data bases. Performs related work as required.

SUPERVISION RECEIVED

Work is performed under the supervision of the Finance Director, or other department head as assigned by the Finance Director.

SUPERVISION EXERCISED

None.

RESPONSIBILITIES

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the duties which the employee may be expected to perform.)

Performs more complex clerical and record keeping duties requiring accuracy and skill:

- Receives, processes and accounts for all utility payments (counter, mail, electronic) and reconciles receipts from all payment methods.
- Investigates payment discrepancies, processes necessary adjustments and maintains proper documentation justifying any adjustments.
- Maintains all files and records specific to utility payments in hardcopy and electronic format in compliance with the approved retention schedule.
- Compiles detailed accounting data for use in financial statements and in the preparation of routine periodic water payment reports and analyses.
- Provides detailed payment information to customers and/or co-workers regarding specific water accounts, upon request.
- Reviews, monitors, and recommends changes and controls for the City's utility billing policies and systems, as necessary.
- Reads, interprets, applies and explains codes, rules, regulations, policies and procedures.
- Receives cash and issues receipts and/or permits for a variety of Finance activities.
- May assist in all other tasks associated with the Utility Billing process, including preparation of quarterly water bills, delinquent bills, final bills, shut-offs, work orders, account changes, etc.
- May assist in the balancing of cash drawer and reconciliation of daily receipts.
- May assist in voter registration and election process, or other City Clerk functions, as needed.
- Provides information and assistance to the public and city officials, at the counter, on the telephone and through email.
- Using excellent customer service skills establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

- Operates a variety of office equipment including copy machine, 10-key calculator, computer terminal, facsimile machine, and typewriter for all departments.
- Prepares and maintains the city-wide fee schedule.
- Performs related duties as required for all divisions of the Finance Department and other various city departments.

PREFERRED SKILLS AND QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability (KSA's) required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of modern office procedures and practices to perform clerical duties. Knowledge of business English and grammar usage.
- Knowledge of work practices and procedures of the departments to which assigned.
- Ability to type 50 wpm; proficient in the use of basic computer programs, including Microsoft Word, Excel and other database systems.
- Ability to work in a fast-paced environment. Ability to exercise strong organizational skills.
- Ability to prioritize tasks from several different departments. Skill in performing arithmetic computations with accuracy. Skill in filing, maintaining and retrieving information.
- Proficiency in using office machines such as the 10-key calculator, desktop computers and various other office machines.
- Skill in maintaining effective working relationships with fellow employees, City officials and the public.

REQUIREMENTS

A valid Michigan driver's license is required.

Work experience requirements include three years of accounting-related work in an office environment.

Governmental accounting experience is a plus.

An associate degree in business administration, accounting or finance is preferred but not required.

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 regularly required to stand and talk or hear. The employee frequently is required to walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific visual abilities required by this job include close vision, distance vision, peripheral vision, depth perception and 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.

An employee in this position works in an office environment. The noise level in the work environment is usually quiet.