

# THE CITY OF ST. CLAIRSVILLE

An Equal Opportunity Employer

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## POSITION DESCRIPTION

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<b>Employee Name:</b>		<b>Position Title:</b>	Utility Clerk
<b>Class Number:</b>		<b>Class Title:</b>	Utility Clerk
<b>Dept./Div.:</b>	Utility	<b>Employment Status:</b>	Full-time
<b>Reports to:</b>	Superintendent-Water/Wastewater	<b>FLSA Status; Pay:</b>	Non-exempt
<b>Normal Hours:</b>	8:00AM-4:30PM	<b>Civil Service Status:</b>	Unclassified

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### GENERAL DESCRIPTION:

Prepares bills, posts payments, maintains customer accounts; responds to inquiries from customers, general public, and others; processes and reconciles customer payments; generates reports; performs clerical duties as needed.

### QUALIFICATIONS: (An example of minimum acceptable qualifications)

Completion of secondary education, supplemented by related accounting, bookkeeping, computer/word processing and business courses, plus two (2) years account clerk/administrative experience; Associate degree in Accounting, preferred; or equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

Must be bondable.

### EQUIPMENT OPERATED: (The following are examples only and are not intended to be all inclusive)

Personal computer; software applications (Microsoft Word, Excel, etc.); and other modern office equipment.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals; works in conditions requiring long periods of sitting and computer work that may cause problems and/or irritate back, neck, and wrists; exerts up to 10 pounds of force occasionally, and/or a negligible amount of force frequently while lifting, carrying, pushing, or pulling objects.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

### ESSENTIAL FUNCTIONS OF THE POSITION: (For purposes of 42 USC 12101)

35% (1) Processes data; prepares and sends files electronically; creates new customer accounts; maintains current customer account files; creates and manages payment plans for customers; balances utility revenue; assists in reconciling utility billing activity with the general ledger; directs verification of data to ensure accuracy; operates computer terminal and related equipment to process payments and related customer data (e.g., posts receipts, inputs meter readings, changes in addresses, billing amount, new account information, etc.).

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Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, Ohio 43016

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30% (2) Receives telephone calls and customer inquiries concerning utility billings or services and responds to complaints in a courteous and polite manner; contacts the public, other officials, and local government agencies concerning billing issues, including rate increases; assists with processing work orders for utility disconnections, reconnections, new orders, and other service requests; creates and manages winter crisis program.

25% (3) Prepares monthly bills; collects and posts payments; processes and posts penalties to utility accounts; posts daily transactions to utility accounts and prepares daily deposits; balances cash register daily; reads computer files or gathers records needed to compile data; compiles routine correspondence and reports; assists in the collection of delinquent accounts (e.g., prepares mailing notices, orders, establishes payment schedules, and conducts customer follow-up); processes closed accounts and sends to a collection agency; processes and posts adjustments to utility accounts (e.g., billing errors, incident report credits, etc.).

5% (4) May be assigned to different departments, as needed; may be cross-trained in various departments of the City to familiarize with business and/or clerical duties.

(5) Maintains personal and professional competence and awareness; attends professional education and training sessions, seminars and workshops, as directed.

(6) Demonstrates regular and predictable attendance.

### OTHER DUTIES AND RESPONSIBILITIES:

5% (7) Performs other duties as required.

### MINIMUM ACCEPTABLE CHARACTERISTICS: (\* Indicates developed after employment)

**Knowledge of:** \*department, and division goals and objectives; \*department, and division policies and procedures; modern computer skills and computer applications, including but not limited to Microsoft Office; basic accounting, bookkeeping, and recordkeeping practices and procedures; office practices and procedures.\*

**Skill in:** use of calculator; operation of computer equipment; check writing; use of cash register; typing/word processing; use of copy machine and other modern office equipment; public relations.

**Ability to:** calculate fractions, decimals and percentages; copy and record figures precisely without error; maintain and prepare concise, accurate records; deal with problems involving several variables in familiar context; add, subtract, multiply and divide whole numerals; use proper methods in gathering, collating and classifying data; cash reconciliation procedures; follow detailed but basic oral and written instructions; develop rapport with associates, supervisors and general public; resolve complaints.

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**POSITIONS DIRECTLY SUPERVISED:**

None.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

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(Approval of Appointing Authority)

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(Date)

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(Employee signature)

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(Date)