



# Job Description

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Job Title: Jr. Clerk/Utility Clerk  
Department: Administration  
Reports To: City Clerk  
FLSA: Exempt  
Updated: November 9, 2020

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## Jr. Clerk/Utility Clerk

Performs a variety of accounting and clerical duties in support of the City's Utility Department and supports other departments as needed. Responsible for providing customer service to the public.

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## Essential Duties and Responsibilities

*(Note – this list is not all-inclusive but a general list of duties and responsibilities for this position. The employee is also expected to meet other standards of performance. Employee may also perform other duties as assigned, including work in other functional areas to cover absences or to meet current workload needs.)*

- Manage the City's Utility Billing system.
  - Process monthly utility billing, receipt payments, send reminder and disconnection notices, issue service orders, manage budget plan Energy Assistance program, manage financial software, track utility deposits, and update utility rates when necessary.
  - Process title/escrow payoff requests.
  - Manage account changes of property owners and tenants.
- Perform cash receipting.
  - Process payments for utility accounts, financials, court & receivables.
  - Balance daily deposits.
- Provide customer service.
  - Responsible for being the City's first point of contact at the front counter and on the telephone.
  - Answer incoming phone calls and direct to appropriate personnel.
- Prepare periodic utility, financial, statistical or operational reports as assigned.
- Assist with court case management under direction of the City Clerk.

## **Other Potential Duties and Responsibilities**

- Process passports by appointment.
- Fingerprint by appointment.
- Provide support to other departments as needed.
- Compose, input, and edit a variety of correspondence, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Update the City's social media site.
- Deliver and pickup mail daily at the Post Office.

## **WORK SCHEDULE**

This position works a 40-hour workweek schedule (Monday through Friday).

## **TRAVEL**

This position may have the opportunity to travel overnight on an occasional basis for training and other professional development.

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## **Qualifications**

The qualifications listed below may also be satisfied by a combination of relevant education and experience which would demonstrate the knowledge, skills, and abilities required to perform the duties listed.

- Pass a background investigation.
- Maintain a level of physical and mental fitness necessary to perform the essential functions of the position.
- Have a valid Washington State driver's license, OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Be legally able to work in the United States.
- High School degree or equivalent is required.
- Two (2) years' experience working with financial database software.
- Governmental accounting or court experience or knowledge.

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## **Knowledge, Skills, and Abilities**

### **KNOWLEDGE OF:**

- Customer service techniques and telephone etiquette.
- Computers and applicable software applications.
- Grammar, spelling, and punctuation.

- Filing and file maintenance techniques.
- Basic office procedures.

**ABILITY TO:**

- Perform arithmetic computations accurately and quickly.
- Communicate effectively verbally and in writing.
- Establish successful working relationships.
- Work under pressure and/or frequent interruptions.
- Work independently and make decisions within a framework of established policies and procedures.
- Use a computer and applicable software related to job duties.
- Prioritize work to meet deadlines.
- Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner.
- Pay close attention to detail for prolonged periods of time and under restrictive deadlines.
- Present a positive image of City services both verbally and in writing.

**PERSONAL QUALITIES:**

- Greet public and co-workers in a professional manner and clearly convey a sincere willingness to be of service and/or be open to resolving the situation at hand. Clearly explain self or answers when necessary.
- Portray an image of knowledge, confidence, professionalism, fairness, and caring.
- Dress and grooming are appropriate to the position.

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*This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the City.*