



Job Description

Job Title: Court/Utility Clerk
Department: Administration
Reports To: City Clerk
FLSA: Exempt
Updated: October 7, 2022

Court/Utility Clerk

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

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.)

- **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.
 - Provide accurate information in response to inquiries.
- **Perform cash receipting.**
 - Process payments for utility accounts, financial receipts, court & receivables.
 - Balance daily deposits, cash drawer, and credit card receipts.
- **Utilities.**
 - Receipt payments, send reminder and disconnection notices, issue service orders, help manage budget plan Energy Assistance program, use financial software, track utility deposits, and update utility rates when necessary.
 - Process title/escrow payoff requests.
 - Help manage account changes of property owners and tenants.
 - Knowledgeable of utility rates and fees for service.
- **Court.**
 - Assist with court case management under direction of the City Clerk.
 - Assist City Clerk with court the 2nd and 4th Thursday of the month.

Court/Utility Clerk
Full-Time - Permanent

Other Duties and Responsibilities

- Process passports by appointment.
- Fingerprint by appointment.
- Process permit applications.
- Public records management in accordance with regulations.
- 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.
- Assist with City Newsletter.
- 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 on occasion for training and other professional development.

Desirable Knowledge, Skills and Abilities:

Ability to:

- Complete required public records trainings.
- Perform arithmetic computations accurately and quickly.
- Maintain confidential status.
- Handle stressful situations when dealing with the public, and meeting staff deadlines.
- Establish and maintain effective and professional communications and working relationships with co-workers, the public and other agencies and departments.
- Organize and plan multiple tasks and responsibilities concurrently.
- Communicate effectively both orally and in writing.
- Be a self-motivated, organized and an independent thinker.
- Follow and carry out directions accurately and completely.
- Physically perform the essential functions of this position including lifting and maneuvering heavy boxes.

Skills in:

- Use of computers and software programs including Microsoft Word, Excel, Outlook.
- Problem solving techniques.
- Listening and recording accurate notes and messages.
- Prioritizing workload.
- Filing and organization.

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Knowledge of:

- General office procedures and practices.
- Customer service techniques and telephone etiquette.
- Governmental accounting or court experience or knowledge.
- General city government operations.
- Various office machines, i.e., 10-key adding machine, fax machine, copier, and scanner.
- Standard formats for business correspondence, spelling, punctuation, and rules of grammar.

Qualification Requirements:

To perform this job successfully, the person in this position must be able to:

- Legally work in the United States
- Perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Licenses and/or Certifications:

- Applicant must possess or be able to obtain Public Records Act and Open Public Meetings training within 90 days of hire.
- 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.

Behavioral standards:

- Respectful, courteous, and friendly to customers, other City employees, and City Leadership.
- Demonstrates and maintains honest and ethical behavior.
- Develops and maintains a positive working relationship with peers and management.
- A team player that helps the organization meet its objectives; takes initiative to meet department and city goals and needs.
- Positively represents the City, maintaining the trust City residents have placed in us.
- Dress and grooming are appropriate to the position.

Working conditions:

- Work is performed independently, primarily in an office environment.
- The environment may be stressful in striving to meet deadlines and staffing needs.
- Staff operates in a smoke and drug-free work environment for their health, safety and productivity.

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Physical Requirements:

- Work involves repetitive tasks, which require routine ergonomic practices.
- Lifting up to 40 pounds waist high.
- Bending, stooping and twisting during the normal course of the day.
- Sight and hearing of acceptable standards.

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.