

City of Manzanita, Oregon

Position Description

Job Title: Water Utility Clerk

Supervisor: Public Works Director

Type: Full-Time

FLSA: Non-Exempt

Department: Public Works Department

General Statement of Responsibilities

Performs varied clerical work relative to the activities of the Public Works Department and water utility billing system. Performs front office customer service and general office support tasks.

Supervision Received

Works under the supervision of the Public Works Director.

Supervision Exercised

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel and may assign work to temporary workers.

Examples of Duties - Essential Functions

1. Processes all water utility payments and downloads payment transactions made online with the City's online pay-provider to customer accounts. Prepares check deposits and billing software daily reports. Coordinates with Finance check deposits and monthly reporting. Coordinates quarterly billing and printing of billing statements.
2. Processes meter changes, address and account updates, buyer/seller transfers, and disconnects. Proofs meter reads, reviews adjustment requests, and prepares work orders for public works department follow up.
3. Assists the Public Works Director in performing research, participating in strategic planning, completing required reports, and responding to inquiries from members of the public.
4. Answers customer questions and requests for service related to water billing, leaks and usage issues. Accepts and processes applications for service connections.
5. Answers telephones, transfers calls, receives walk-in customers at the front counter, and answers questions about general utility business and utility accounts.
6. Files, scans, makes copies, prepares incoming and outgoing mail, and performs other general office duties.

7. Follows all safety rules and procedures for work areas.
8. Maintains effective and cooperative working relationships with those encountered in the performance of duties including employees, elected officials, other organizations, and the public.
9. Performs other related duties as assigned.

Screening Criteria

Education and Experience:

- A High School Diploma, or equivalent, supplemented by additional training or coursework in water administration;
- AND Two years of general office/customer service experience.
- OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.
- An Associate Degree is preferred.

Special Requirements/Licenses: A valid Oregon driver's license and proof of an acceptable driving record may be required. LEADS certification required within 90 days of hire. Knowledge state, federal, and local laws, rules, and procedures related to assigned areas of responsibility. Knowledge of basic accounting/bookkeeping principles, procedures, and practices. Knowledge of general office procedures and practices; business English, spelling, and punctuation; and personal computer applications in a Windows environment including spreadsheets, database management, and word processing.

Skills: Strong computer skills, preferably in Microsoft Office Suite® and Adobe Acrobat products. Verbal and written communication skills. Interpersonal skills. Excellent customer service skills, including skill to diffuse tense and/or stressful interactions. Strong organizational skills. Skill in performing bookkeeping functions/calculations and preparing reports.

Ability to: Ability accurately enter information into computer database systems. Ability to follow oral and written instructions; prioritize tasks/workloads; complete assigned tasks with little functional oversight; and meet deadlines. Ability to establish and maintain effective working relationships with those encountered in the course of work. Ability to maintain a high language. Ability to pass a criminal background check. Ability to meet the physical demands of the position.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires mobility including the ability to frequently lift or move materials up to 10 pounds, occasionally move material up to 25 pounds, and rarely move material over 25 pounds. Manual dexterity and coordination are required for over half of the daily work period which is spent while operating office equipment such as computers, keyboards, 10-key, telephones and other standard office equipment. This position requires both verbal and written communication abilities.

Working Conditions: *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.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The employee is not exposed to hazardous conditions. Work area is exposed to pollen and dust. The noise level in the work environment is usually moderate and lighting is adequate.

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

SIGNATURES:

This document has been reviewed by the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

Incumbent Name

Incumbent Signature

Date

Supervisor Name

Supervisor Signature

Date

Date Revised: June 2021