

Hooper City Job Description



TITLE: Utility Billing Clerk/Administrative Assistant
DEPARTMENT: Administrative Services
FLSA: Full-Time

Effective Date: 04/25/2024
Last Revised: 04/25/2024

GENERAL PURPOSE

Responsible to assist in organizing and maintaining records as related to the maintenance of utility accounts and performs a variety of working level, complex and technical clerical duties as needed to expedite the billing, collection and processing of monthly utility and general revenue account transactions. Screens office and telephone callers, responds to complaints and assists customers with questions and concerns. Performs other duties as assigned.

SUPERVISION RECEIVED

Works under the general direction and supervision of the City Recorder

ESSENTIAL FUNCTIONS

- Oversee the day-to-day process of issuing utility billings and receiving and receipting payments. Ensure accuracy and quality of related record keeping functions through review and work sample auditing.
- Coordinate shut-off procedures, any special payment arrangements, and collections.
- Maintain up-to-date database of utility accounts and associated financial records.
- Respond to issues, questions and problems posed by customers, in-person and over the telephone related to utility accounts and city services.
- Receipt, balance, deposit, and record various payments from the public and other City Departments and accurately balance all payment transactions daily.
- Assist walk-in customers and telephone callers with questions or concerns.
- Operate a variety of office equipment and organize and maintain filing systems.
- Work closely with the Public Works Department for utility processing and work orders. Work closely with other departments to organize events and information and to assist as needed.
- Perform special projects assigned by the City Recorder and meet proposed deadlines.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school or GED

AND

B. Two (2) years of experience related to above specified functions

C. Skilled in the use of a computer and its various programs.

D. Ability to communicate in writing and verbally.

Preferred:

E. College courses in English, math, and/or business writing

F. Previous cash handling experience

2. Knowledge, Skills, and Abilities

Working knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer in utilizing various software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations; meter reading systems.

Skill and Ability to communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public; remain organized and maintain book keeping records as related to the maintenance of utility accounts; use judgment and personal initiative in coordinating, organizing, and reviewing the assigned office duties and to independently perform responsible secretarial work; maintain a professional and pleasant demeanor, using personal discretion and good judgment in responses to citizens' concerns and problems; and have the ability to operate a personal computer and Microsoft products including Word, Excel, Outlook. Ability to learn and effectively operate Caselle Clarity and its various functions, particularly related to Utility Billing

3. Special Qualifications:

- A. Must possess a valid Utah State Driver's License and meet the requirements of the City's Driving Qualifications Standards

WORK ENVIRONMENT:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the employee(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)

**Pre-employment drug screen and/or physical may be required.
The City of Hooper is an Equal Opportunity Employer and ADA compliant.**