



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Utility Service Clerk	DEPARTMENT: Public Works
IMMEDIATE SUPERVISOR: Office Manager	GRADE/RANK: Grade 9
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

Performs clerical and technical work involving the maintenance of the computerized utility master files of service accounts, processing of payment on accounts and the preparation and/or maintenance of fiscal or related records.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Maintains the computerized utility master files of serviced accounts;
- Answers telephones;
- Assists customers at the counter ;
- Receives applications and fees associated with the installation, transfer, removal or inspection of customer utility services;
- Schedules service assignments;
- Enters accurate data into computer to maintain utility accounts and other computerized logs/records;
- Processes data and information accurately and timely for billing cycles, utility work orders, and other supporting documents or receipts;

- Prepares various analysis of utility data such as possible stopped or faulty meters, percentages of water invoiced to water filtered and reports to other agencies;
- Assists utility customers by supplying data concerning their accounts such as history of water use and payment schedules;
- Resolves problems and complaints involving billing and service;
- Reconciles payments for deposit and audit purposes;
- Researches non-payment of bills and processes appropriate action;
- Prepares purchase orders and requisitions;
- Audits invoices for accuracy, verifies prices and quantities, assigns proper budget codes;
- Assists with other administrative duties as required;
- Operates standard office equipment; typewriter, calculator, computer, printer and other equipment incidental to maintaining records, generating reports and edits and;
- Performs other tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of bookkeeping terminology, methods, procedures and equipment;
- Thorough knowledge of standard office procedures, practices and equipment;
- Thorough knowledge of billing, adjustment of bills and collection procedures;
- Ability to understand and follow oral and written directions;
- Ability to establish and follow detailed work procedures;
- Ability to post accounts and to perform mathematical computations with speed and accuracy;
- Ability to establish and maintain effective working relationships with citizens and customers;
- Computer skills including spreadsheets, data management and word processing and;
- Ability to deal with a variety of people in a professional manner.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school supplemented by courses in bookkeeping and some experience in general office work.

SPECIAL REQUIREMENTS:

Responsible for a variety of tasks within the City's largest operational department consisting of four divisions. Serves as primary Utility Services Clerk. Assists in administrative tasks under the supervision of the Office Manager.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of negligible amount of force constantly to move objects, up to 10 pounds of force frequently and some light work requiring the exertion of up to 20 pounds of force occasionally. Work requires stooping, reaching, fingering, grasping and repetitive motions; typing/word processing requires the ability to perform repetitive tasks involving fine motor skills. Vocal communication is required for expressing or exchanging information and instructions by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the work is not subject to adverse environmental conditions.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position does not supervise other individuals.

EXAMPLES OF EXPECTED DECISION MAKING:

Makes decisions on appropriate action for non-payment and other billing issues.

This job description in no way states or implies that these are the only duties to be performed by this employee. The Utility Service Clerk will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job will be evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Director of Public Works and Chief Human Resources Officer

Revised Date: 2019