



Position Title: UTILITY BILLING / DEPUTY CLERK

Department: ADMINISTRATION

Immediate Supervisor: CITY ADMINISTRATOR

Classification: FULL-TIME, HOURLY

Job Summary

Performs a variety of administrative duties under the supervision and general direction of City Administrator and/or City Clerk.

Performs all monthly utility billing duties for water, sewer, trash, recycling, etc., cashiering and preparing bank deposits and responds to resident inquiries on billing questions.

Administrative duties include but are not limited to; answering phones, assisting customers at front counter, ordering office supplies, organize and maintain city records, sell trash tags, yard waste bags, pet licenses and dog park tags. Responsible for cemetery interment sales, burial record keeping and annual state reporting. Enters information in the work order system. Attends City Council, other night meetings and takes meeting minutes as needed. Assists with the city's social media and website content. Assists the City Administrator, City Clerk and Finance Officer with a variety of administrative duties as needed.

Primary Job Duties and Responsibilities

Responsible for monthly utility billing and all required tasks and to provide administrative clerk support for the City Office. The duties of the job would include, but are not limited to, these areas:

Utility Billing

1. Create and mail monthly utility bills.
2. Create new and update resident/business utility accounts.
3. Request & coordinate delivery of trash and recycling carts for new residents.
4. Cashiering of all utility payments.
5. Prepare monthly water service disconnect list.
6. Retrieve meter reads for monthly billing and new accounts.
7. Send late notices.
8. Create ACH file and upload to bank.
9. Monitor past due and final utility accounts and collect bad debts.
10. Reconcile utility billing monthly.
11. Change utility rates (as required).
12. Answer billing questions from residents and explain billing cycle, rates, etc.
13. Promote and encourage participation in city services (EasyPay, e-Bill, online payments etc.)

Deputy Clerk

1. Answer phones and respond to email inquiries.
2. Provide front desk support to walk-in customers and answer or direct questions.
3. Attend City Council meetings and is back-up for City Clerk when absent.
4. Maintain cemetery and burial records for the city's municipal cemetery.
5. Issue pet licenses and dog park tags.
6. Sell trash stickers and yard waste bags.
7. Miscellaneous cashiering for various city services.
8. Monitor Town Hall reservation system and issue keys to the facility.
9. Track and order office supplies.
10. Add content to the city website and social media sites (news, events, videos, etc.).
11. Provide notary services to the public and for official city business.
12. Assist in gathering information for the city's annual audit.
13. Proof reads correspondence and written materials as requested.



Position Title: UTILITY BILLING / DEPUTY CLERK (continued)

14. Assist City Administrator, City Clerk and Finance Officer with various administrative tasks or projects.
15. Attend clerk training seminars in order to obtain additional training opportunities.
16. Attend other city meetings as needed.
17. Perform other duties as assigned.

Physical and Environmental Conditions

Ability to transport self from building to building and attend various functions of the City and its supporting agencies within or outside of the City.

Minimum Education, Experience and Certification

A two-year AA degree in related field, or an equivalent combination of education or administrative office experience is required.

Knowledge, Skills and Abilities

General knowledge of local government and its functions or administrative background is preferred. Willing to attend regular training seminars to further knowledge of city government practices, rules and requirements. Knowledge of basic mathematical calculations and accounting functions.

Proficient in computer software applications (Word, Excel, Google, email, etc.) and other technology (website content, social media, etc.). Excellent written and verbal communication is required, with an emphasis of grammar, spelling, punctuation and formatting. Able to organize and maintain both paper and electronic files. Strong interpersonal skills with handling complaints in person and over the telephone. Self-motivated to meet deadlines on a variety of duties and utilize good time management skills and the ability to multi-task.

Able to follow oral and written directives, work cohesively with fellow employees, work independently with little supervision and work with the public under stressful conditions. Desire to attend meetings that relate to job duties and become familiar with the West Branch Code of Ordinances to properly answer questions and provide guidance to residents.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified in this position.