



UTILITY BILLING CLERK/DEPUTY CITY CLERK CITY OF CLEVER JOB DESCRIPTION

General Purpose

The Utility Billing Clerk/Deputy City Clerk performs administrative duties, clerical accounting, bill processing, customer service duties, daily maintenance of customer utility accounts, and serves as the Acting City Clerk in his/her absence.

Supervision

Under the general supervision of the City Clerk and Board of Alderman.

Primary Duties and Responsibilities

The following duties ARE NOT intended to serve as comprehensive list of all duties performed by all team members in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

Essential Duties and Responsibilities: Utility Billing Clerk

1. Provides customer assistance to the public concerning questions with utility billings, scheduling of utility hook-ups, disconnects, takes and processes applications for new utility services, transfers and discontinuances.
2. Utility billing operations including, but not limited to:
 - a. Processing of new customer applications
 - b. Determine customer deposit requirements
 - c. Calculate sewer averages, discounts, refunds, or account adjustments in accordance with city ordinance or established policy
 - d. Create, maintain, and update records for all customer accounts
 - e. Maintain utility rate and sales tax tables
 - f. Schedule utility connects and disconnects
 - g. Monitor delinquencies and collections from customers
 - h. Delinquent account disconnects and reconnects, as applicable
 - i. Investigate illegal consumption or usage of metering equipment in violation of city ordinance and file appropriate reports
 - j. Generation of meter service and applicable work orders
 - k. Computer, prepare, and distribute regular cycle and final bills within established time frame, including assessment of late, reconnect or other fees, as applicable
 - l. Process credit balance and deposit refunds as applicable
 - m. Ensure timely entry of meter reading and data entry
 - n. Ensure timely upload of readings from data collections devices
 - o. Verify account billing for accuracy and investigate billing discrepancies
 - p. Oversee daily balancing of credits, deposits, write-offs, payment reversals, adjustments and other miscellaneous charges



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- q. Update journals and other billing records on daily basis
 - r. Review and authorize account and balance transfers
 - s. Review disposition of accounts and payment records
 - t. Evaluate and recommend write-offs to bad debts
 - u. Ensure timely distribution of delinquent or disconnect notices, as applicable
3. Identify and recommend equipment, materials, and supplies needs for division.
 4. Assist in calculation of water/sewer leak adjustments as applicable, in accordance with city ordinances.
 5. Processes payment reversals on accounts due to return of checks, ACH, or EFT transactions or credit card rejections. Assists with other related administrative tasks in relation to payment reversals.
 6. Assists in processing and maintaining tax exemption certificates.
 7. Assists with implementation and/or update of an aging and/or meter replacement program in conjunction with annual budget.
 8. Deals effectively and courteously with fellow employees and the general public.
 9. Performs reception duties, answer the telephone, greet customers, accept business license applications, and filing.
 10. Assists with the Abatement Officer in the duties of upholding Code Enforcement as applicable, in accordance with city ordinances.
 11. Assists with Animal Control and Clever Police Department with the registration and impound paperwork and fees.
 12. Performs other duties as assigned by the Supervisor.

Essential Duties and Responsibilities: Deputy City Clerk

When serving as the Acting City Clerk in his/her absence;

1. Prepares City Council meeting agendas and packets; prepares minutes for regular, special council meetings and workshops; provide follow-up to departments
2. Attend regular and special meetings of the City Council
3. Supervise the publication, recording distribution, indexing and retention of City Council proceedings; provide information on Council action as requested
4. Serve as custodian of official City records and perform the official certification and recording for the City as required on legal documents and other records requiring such certification
5. Oversee the preparation and publishing of official legal notices such as public hearings, special council meetings, advertisements for bids and other notices in accordance with established procedures and legal requirements; officiate at bid openings
6. Serve as Election Authority for municipal elections; oversee oath of office procedures, notary public and serve as custodian of the corporate seal of the City.
7. Administers business and liquor licensing issuance, various parking permits, special event permits, animal licensing, and coordinates all related office functions
8. Oversees preparation and publication of semi-annual statement of receipts and expenditures as required by State laws



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9. Works closely with purchasing staff to ensure compliance with City policy and applicable federal and state laws regarding soliciting City quotations, bids and proposals, evaluating and awarding City contract, and approving City purchases and contract agreements
10. Communicate with various City departments regarding Council meeting agendas, office assistance, records management, bids and public notices; communicate with City departments and outside agencies to coordinate activities, exchange information and assist with resolving issues or concerns
11. Supervise the Records management Program for the City assuring compliance with legal requirements and disclosing regulations; maintain inventory of records with the City; submit reports to the State as necessary for destruction of records
12. Oversee and direct the effective billing and collection of City accounts receivable, accounts payable, municipal court and utility charges
13. Perform related duties as assigned

Minimum Training and Experience Required to Perform Essential Job Functions

1. Must be a High School graduate or equivalent.
2. Must be a US Citizen and have a valid Missouri Driver's License
3. Must be a Notary Public in the State of Missouri, or willing to become one within 6 months of employment.
4. Prefer experience in accounting and/or related activities.
5. Experience in customer service area preferred.
6. Employee is required to present themselves in a professional manner, displaying the utmost integrity, discretion, courtesy, cooperation, discipline, and behavior.
7. Must be able to work with automated accounting and billings systems and personal computers and have a working knowledge of standard office practices and procedures, ability to operate computers, copiers, FAX machines, etc.
8. Answers phones as needed. Must be able to memorize and retain information.
9. Must be able to effectively communicate through written and verbal skills.
10. Must have good time management skills.
11. Must be able to prioritize workload.
12. Must have good cognitive and analytical skills.
13. Must be able to handle stressful situations, quickly assess, or judge situations, and be able to make decisions under pressure in areas of responsibility.
14. Proficient in use of 10-key calculator and computer keyboard with work experience in data entry software modules.

Working Conditions/Physical Demands:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Primarily indoors with limited exposure to outside temperature or weather. Subject to low level office noise. Subject to continuous interaction with the public.



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Physical: Incumbents require sufficient mobility for walking, standing, sitting, bending or kneeling for prolonged periods of time. Vision: See in the normal visual range with or without correction; vision sufficient to read small print, computer screens and other printed documents. Hearing: Hear in the normal audio range with or without correction.

The City of Clever is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date