

# City of Vernonia

# Position Description

Position: Utility Billing Clerk / Receptionist	Non-Union
Department: Administration	FLSA: Non-Exempt
Evaluated by:	Hourly
Name:	Hire Date:

## Summary

This position provides quality customer service and is responsible for maintaining and processing financial transactions associated with utility (water and sewer) billing and collection, business license, and other departments as required. This position also has primary responsibility for interaction with the public as a front-counter cashier and reception, and secretarial/clerical duties. The position exercises some independent judgment, interpretation and analysis and must work within compliance of the City Ordinances and Resolutions.

## Job Duties

### **Utilities**

- Maintains billing data base keeping all customer account information up to date
- Creates monthly billing statements
- Records utility payments and prepares bank deposit daily.
- Applies late fees to delinquent accounts and prepares shut off notices.
- Maintains records for meter replacement
- Tracks cross connection & backflow schedule, notifies customers.

### **Reception**

- Handles customer inquiries and requests at front counter and over the phone.
- Date stamp and sort incoming mail
- Routes phone calls to appropriate department
- General assistance to department heads including, but not limited to making copies, printing documents, looking up information and scheduling appointments.

### **Cash Handling**

- Takes payments for all City related fees including utilities, franchise fees, building permits, business licenses, park fees and cemetery fees.

### **Other Duties**

- Issues and tracks City Business Licenses, mails annual renewals.
- Maintains Cemetery records, adhering to State regulations.
- Assists permit tech when needed

%of time	Essential Job Duties
60%	Utilities
20%	Reception
10%	Cash Handling
10%	Other

## **Qualifications**

### **Education & Experience:**

A high school diploma or GED and/or any combination of education and experience that has provided the knowledge, skills and abilities necessary for this position. Typically two years of responsible secretarial and/or clerical experience.

### **Skills:**

Skill in operation of computers, 10 key, multi-line phone, copier and other standard office machines. Knowledge of billing software, Microsoft Word and Excel.  
Excellent written and verbal communication skills.

### **Expectations:**

Ability to work well with the public, to coordinate and prioritize multiple tasks. Perform each essential duty with discretion and independent judgment. Establish and maintain positive, cooperative and team working relationships with supervisors, coworkers, City and department personnel, and the general public on an on-going basis. Ability to maintain confidentiality and appropriately handle sensitive material. Know and follow the rules, policies, practices and procedures of the City of Vernonia and especially for city municipal code provisions for sewer and water. Willing to learn new tasks, adjust to change and adhere to a positive, professional working environment. All employees of the City are expected to read and follow all guidelines in the Employee Handbook.

### **Licenses and Certificates**

N/A

### **Working Conditions**

Usual office working conditions with noise level in the work environment typical of most office environments.

### **Physical Demands**

The following are physical requirements of the position as required by the Americans with Disabilities Act: While performing the duties of this position, the employee is frequently required to stand, sit, communicate, hear, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 20 pounds on a regular basis such as files, books, office equipment, etc. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard and standard office equipment

### **Pre-employment**

Background check, bond ability, educational and experience verification. Demonstrates ability to perform essential functions.

*This job/class description describes the general nature of the work performed and representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps and skills required of the job.*

*The City of Vernonia is an equal opportunity provider and employer*

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date: \_\_\_\_\_