



CITY OF NICOMA PARK

UTILITY CLERK

JOB DESCRIPTION

Purpose of Position:

This position is a non-exempt position in the City Clerk's Office and is responsible for the efficient and timely processing of utility bills, late notices, deposits and collection of delinquent accounts. Additional responsibilities include providing customer service to the public.

Summary of Essential Duties:

- Sets up accounts and maintains utility customer accounts.
- Processes payments, prepares daily deposits and balances cash drawer daily.
- Handles the collection on delinquent accounts and works with other employees on the collection process.
- Processes monthly billing, regular and meter, and monthly late fee posting.
- Processes online and in-office credit card payments.
- Issues permits and licenses.
- Oversees community center rental and maintenance.
- Updates and maintains city inventory lists.
- Serves as receptionist for City Hall.
- Assists with senior meals program.
- Works with trash collections contractor and citizens to resolve any issues that may arise.
- Communicates with citizens and city employees regarding service issues, complaints and other concerns.
- Receives, sorts and distributes all mail to appropriate departments.
- Performs a variety of clerical duties including the use of 10-key calculator, filing computer documents, composes and types necessary correspondence.
- Performs other duties as assigned.

Minimum Qualifications:

- High School graduate or GED equivalent
- Proficient in Microsoft Word and Excel
- Experience in operating standard office equipment; i.e., computer 10-key calculator, copier, fax, etc.
- Ability to handle cash and make change.
- Knowledge of customer service skills and proper public and telephone etiquette.
- Ability to file numerically and/or alphabetically and transfer information accurately.
- Ability to communicate orally and in writing.
- Ability to work with minimum supervision.
- Must be bondable.
- Ability to work and maintain records and information in a highly confidential atmosphere.

Additional Desirable Qualifications:

- Previous municipal utility billing experience.
- Experience using USTI billing software.

Supervision:

Works under the general supervision of the City Clerk/Treasurer. The position does not exercise supervisory control as a condition of employment.

Working Conditions and Physical Requirements:

- Normal physical activity of a sedentary nature.
- Work is performed indoors.
- Employee must be able to tactfully handle potentially rude or irate citizens.