

UTILITY CLERK

Summary Description:

Under general supervision of the Accounting Supervisor, performs office work of moderate difficulty including secretarial, clerical and receptionist duties.

Principal Duties and Responsibilities:

Serves as receptionist that includes customer contact over the telephone, in person and through the mail. Customer contact includes processing payments, investigating complaints and handling all customer inquiries.

Operates office switchboard and processes Utility mail.

Prepares and maintains customer service records, meter records, inventory records and any other records as required.

Types various statistical or financial reports and other correspondence as needed.

Processes monthly meter readings and billing whenever the Utility Accountant is absent or when directed by the Accounting Supervisor.

Assists the Accounting Supervisor in duties and responsibilities, as assigned.

Composes and types correspondence of a nonconfidential nature, requiring knowledge of departmental operations.

Prepares payroll sheets for processing.

Performs such other and additional duties as may be required.

Job Specifications:

Requires knowledge and understanding in all types of office equipment, including typewriters, personal computers, calculators, copiers, FAX machines and telephones. Knowledge of word-processing, spreadsheet, utility billing, cash receipting, general ledger and accounts payable software.

Must possess good verbal and written communication skills. Ability to create effective and pleasant interpersonal relationships with co-workers and citizens is critical. Ability to follow written and oral instructions.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position.

License and Certification:

Possession of a valid Wisconsin regular vehicle operator's license.

Working Conditions:

The employee must occasionally lift or move up to 25 pounds, with or without accommodation.

While performing the duties of this job, the employee is required to sit, communicate and follow directions of superiors. The employee is required to use a PS and Portable Scanner and operate a credit card machine.

Minimum Education:

Experience in the above field is preferred.