

JOB DESCRIPTION  
CITY OF WHITE SALMON

**POSITION:** Utility Clerk  
**DEPARTMENT:** Accounting and Financial Management  
**REPORTS TO:** Clerk Treasurer  
**EFFECTIVE DATE:** January 1, 2014  
**FLSA STATUS:** Union  
**SALARY RANGE:** Step 27 to Range 1-5 DOQ

This is a full-time union position. The Utility Clerk is an hourly position. Any work in excess of 40 hours per week is overtime.

**MAJOR FUNCTION AND PURPOSE**

The Utility Clerk handles the daily operation of utility accounting, and accounts receivable.

**GENERAL FUNCTION**

Supervision of this position is ongoing, consisting of meetings with the City Clerk/Treasurer to discuss priorities, tasks, and review of work.

**SUPERVISION RESPONSIBILITIES**

There are no supervision responsibilities associated with this position other than minor supervision of office helpers or volunteers.

**JOB DUTIES AND RESPONSIBILITIES**

The job duties and responsibilities represented in the job description in no way imply that these are the only duties to be performed. Employee occupying the position will be required to follow any other job-related instructions and to perform any job related duties requested by the Clerk-Treasurer. This job description reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. The individual may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the work load.

- Greets visitors to office.
- Responds to questions from the public, in person and over the telephone.
- Maintains billing and customer service files.
- Works with customers to resolve any billing errors and problems.
- Conducts and monitors data transfer between the computer and the hand held computer meter reading system.

- Maintains meter route status in the software system and makes changes as necessary on meter routes. Generates meter reading reports for service activity.
- Coordinates with the meter readers on changes in routes, service problems, utility turn-on and turn-off of service.
- Prepare and process daily customer billing runs. Edits, corrects and approves meter reading route changes in the computer system. Audits all utility billing information and reports for accuracy and makes necessary adjustments for corrections.
- Develops and maintains procedures for utility bills, delinquent billing reminders and service cut-offs.
- Maintains annual, quarterly, and monthly activity reports of bills, reminder notices, turn-on and turn-off for service, and other utility billing activity.
- Maintains and updates master and control files for the utility billing computer module.
- Receives, accounts for and safeguards cash as may be required.
- Prepares, organizes and completes field service work orders in a timely manner.
- Reconciles utility funds and meter reads on a monthly basis and performs an analysis on any discrepancies.
- Prepares, maintains, processes and distributes various reports, records and other documents pertinent to the city's smooth operation.
- Maintains complete confidentiality of all information obtained in the normal course of work.
- Maintains records and relating to animal licensing.
- Performs other duties as may be required and assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

While requirements may be representative of minimum levels of knowledge, skills and abilities, to perform this job successfully, the incumbent will possess the abilities and aptitudes to perform each duty proficiently. There will be a six month period in which these attributes must be demonstrated before permanent employment.

- Generally accepted accounting principles, especially the BARS accounting system as required by Washington State.
- Operation of computer equipment.
- Operation of general office equipment, such as cash register, 10-key calculator, copier, etc.
- Ability to perform cashier duties accurately.
- Ability to communicate effectively verbally and in writing.
- Ability to effectively meet and deal with the public.
- Ability to handle stressful situations.

## **WORKING CONDITIONS**

The work environment characteristics described here are representative of those an

employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderately noisy.

### **CONTACTS AND RELATIONSHIPS**

The Utility Clerk will have contact with citizens of the community, planning groups and agencies. In the course of completing the required job duties, the individual in this position will have contacts in person, via telephone, or through correspondence which are primarily to provide or collect information.

### **PHYSICAL REQUIREMENTS**

The physical demands described here 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 functions.

The Utility Clerk position may require long periods of sitting, standing, stooping, and/or reaching. This position may also require lifting objects weighing more than twenty-five (25) pounds. Specific vision abilities required by this position include close vision and the ability to adjust focus. This position may be subject to verbal abuse at times from the public.

### **RECRUITING REQUIREMENTS**

- High school diploma or equivalent
- Valid Washington State Driver's License
- Background in and knowledge of basic laws and regulations
- Hands-on experience governmental generally accepted accounting principles

### **EXPERIENCE AND TRAINING**

- Business College or AA degree in business or accounting is preferred.
- Must have the ability to type 45 words per minute accurately
- Must have two years' experience in computer operations and accounting procedures. Experience in city governmental procedures is preferred,
- Must be bondable,
- Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position.

This job description does not constitute an agreement between the employer and the employee and in no way implies that these are the only duties to be performed. Employees occupying the position will be required to follow any other job-related

instructions and to perform any other job related duties requested by the supervisor.

**I have read and understand this class description.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date