

**To: HONORABLE MAYOR AND CITY COUNCIL.**

**FROM: Dave Maroney, City Administrator.**

**SUBJECT: Utility Billing Clerk, Receptionist, Office Assistant Job Description.**

**DATE: October 11, 2019.**

**BACKGROUND.**

Following considerable discussion and evaluation of alternative approaches, a revised job description has been prepared for the position most recently held by Aftin Otto. Since Aftin's last day of employment on September 6<sup>th</sup>, Sara Peer has assumed primary responsibility for utility billing services and continues to do an outstanding job!

Staff request and recommend that the revised job description be approved and that position be posted and filled as soon as possible.

**REQUESTED COUNCIL ACTION.**

The City Council is asked approve the job description for the *Utility Billing, Receptionist, Office Assistant* position as recommended by the Personnel Committee. Upon approval, recruitment will begin immediately to fill this vacancy.

# Utility Billing Clerk, Receptionist, Office Assistant

Dept/Div: Administration

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate administrative support work greeting and directing customers, referring them to the appropriate department when necessary. Assist the public with inquiries and requests, both in person and over the phone. Provide customers with City forms, information, brochures and other printed material as needed. Performs clerical, accounting and administrative functions, plus provides customer service for duties performed in the City's utility billing process. Maintain department records, and perform other related work as apparent or assigned. Work is performed under the limited supervision of the Finance Director, with guidance from Administrative Assistant License and Permit Technician and License Center Management Agent.

## Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Receptionist/Office Assistant Functions

Answer and transfer telephone calls.

Handle questions from the public over the telephone and in person, providing accurate and timely information.

Notify proper personnel when visitors arrive at the front counter.

Receive deliveries and notify recipients.

Sort incoming and outgoing mail.

Provide general support work for office activities as needed.

Handle copying, filing, sorting, compiling data, word processing, etc., as needed.

Assist in election activities and organize election materials. Assist with public voter registration and absentee ballots.

Assist with collecting and recording bus collections. Sell bus tokens to public.

## Utility Billing Clerk Functions

Prepare receipts when required; send out accounts receivable invoices and maintain manual ledger.

Manage utility billing operations; send statements to customers; answer billing questions; collect water/sewer utility payments; process quarterly delinquent letters and report information to the DNR.

Assist with coding payables for Public Works, Water and Waste Water Departments.

Assist the Accounts Payable Clerk with tasks as necessary.

Assist the public with park and field reservations.

Maintain Fuelmaster software.

Organize and maintain files.

Assist with Public Works department time sheets.  
Dispatch Public Works department employees for repairs and/or issues in the City.  
Performs other duties as apparent or assigned.

### **Knowledge, Skills and Abilities**

General knowledge of the City's policies and procedures.  
General knowledge of safety policies, practices and procedures.  
General knowledge of utility bills and billing software reports.  
General knowledge of Fuelmaster software.  
General knowledge of GIS mapping software.  
General knowledge of Gopher State locates.  
General knowledge of balancing timesheets.  
General knowledge of standard and specialized software applications.  
Ability to make arithmetic computations using whole numbers, fractions and decimals.  
Ability to calculate rates, ratios and percentages.  
Ability to understand and apply governmental accounting practices in maintenance of financial records.  
Ability to assist other departments as necessary.  
Ability to establish and maintain effective working relationships with co-workers, supervisors and members of the public.  
Ability to communicate tactfully and courteously with others, both in person and over the phone.  
Ability to communicate clearly and concisely, both orally and in writing.  
Ability to work independently and prioritize work to meet critical recurring and non-recurring deadlines.  
Ability to handle multiple tasks with minimal error.

### **Education and Experience**

High school diploma or GED and extensive experience in an office setting, or equivalent combination of education and experience. Valid Class D Driver's License.

### **Physical Requirements**

This work requires the frequent exertion of up to 10 pounds of force.  
Work regularly requires standing, sitting, speaking or hearing and using hands to finger, handle or feel.  
Work occasionally requires walking, reaching with hands and arms, lifting and repetitive motions.  
Work has standard vision requirements.  
Vocal communication is required for expressing or exchanging ideas by means of the spoken word.  
Hearing is required to perceive information at normal spoken word levels.  
Work requires preparing and analyzing written or computer data, and observing general surroundings and activities  
Work has no exposure to environmental conditions.

Work is generally in a moderately noisy location (e.g. business office, light traffic).

### **Special Requirements**

Pass Federal Background Check

Last Revised: