

CITY of AZTEC JOB DESCRIPTION

Job Title:	Utility Clerk I
Department:	Utility Administration
Shift:	Regular, 40 hours per week (Mon-Thur. 7am-6pm)
Pay Plan:	Level 8 \$14.84
Exempt:	NO
Reports To:	Utility Business Office Supervisor
General Direction From:	Utility Business Office Supervisor
Position Closes:	OPEN UNTIL FILLED

PURPOSE & NATURE OF JOB

This is a skilled clerical and financial position in the Utility Administration Department. This position requires independent production of work assignments. This position will have extensive contact with the general public by telephone and in person. Clerk must have great communication skills; be very decisive while using good judgment and the ability to stay focused and on task. Attention to detail is very important along with the ability to perform multiple tasks. Must be able to work efficiently in a fast paced office environment.

ESSENTIAL DUTIES

- First person to answer and routes phone calls for the utility office.
- Contact with citizens and employees from other departments regarding routine and technical matters.
- Provided customer service regarding business licensing, park reservations, utility billing, utility service issues, and suggestions on energy conservation, troubleshooting with customer on high energy bills and a variety of city related questions as citizens' request, new customer utility accounts, applications, contracts and various forms.
- Setup payment arrangements with customers, ensuring compliance.
- Confidentiality is a must.
- Accepts and receipts payments from various sources. Accuracy is a must.
- Produces reports, correspondence and other materials related to Utility Administration transactions.
- Responsible for maintaining, filing and scanning of utility office files.
- Responsible for final billing of customers, making sure billing is accurate and complete and other billing as assigned.
- Responsible for data input for collection of unpaid accounts.
- Responsible for daily balance of cash drawer, daily deposit and delivery of deposits to night depository box.
- Ability to organize, coordinate and complete tasks and projects efficiently and to work on several projects or issues simultaneously. Ability to multitask.

- Will need to be professional when speaking with irate customers, to remain calm.
- Will need to understand office policies and be able to explain non-pay disconnect situations when utility services have been shut off.
- Operation of a 10-key calculator with proficiency and accuracy.
- Must gain knowledge of utility fee schedule, city code related to business licensing and utilities.
- Ability of speak effectively one on one with customers.
- Enters utility service work orders on a daily basis for new customers and customer terminating utility service.
- Responsible for Business License, Collection and Park Reservations processes.

RESPONSIBILITIES

Supervision:	N/A
Public Contact:	Extensive contact with the general public, requiring exchange of factual information or explanation.
Budget:	N/A
Other:	Assist with utility billing, meter reading reports, gaining knowledge of tasks performed in the office and the ability to perform duties in the absence of office staff. Other related duties as assigned.

GENERAL INFORMATION

The duties/responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.
- Must possess basic computer skills and have the ability to write reports.

Education:	High School Diploma or G.E.D.
Experience:	AND (1) one year of customer service experience required; and at least one (1) consecutive year of clerical and cash handling work experience required. Preferably with public utilities; must be proficient with 10-key calculator; computer and keyboarding skills required; Must be able to use good judgment and be able to work independently with minimal supervision.
Knowledge:	Word processing, telephone etiquette, the ability to deal calmly with irate customers, to organize work, set priorities and meet

critical deadlines, ability to perform standard arithmetic, including percentages and decimals, and must be able to understand and communicate complex rate schedules, ability to speak effectively one to one, must have ability to maintain confidentiality, must be able to understand oral and written instructions to complete tasks. Must be able to pay attention to detail and perform multiple tasks.

Certificates/Licenses: N/A

Recertification: N/A

Use of Tools and/or Equipment: Ability to operate standard office equipment including but not limited to: computer, keyboard, 10-key calculator, multi-function copier w/fax capabilities, scanner, 2-way radio, meter reading equipment.

WORK ENVIRONMENT

Physical Demands: Effort is minimal and is exerted only for short, intermittent periods. Effort involves light lifting (up to 30 pounds) of tools, objects, and working materials. May involve light pushing, pulling, reaching, bending. Requires normal hearing and visual acuity. Normally performed in seated position. Occasional standing for short durations.

Hazards: Minimum hazardous working conditions. Minor threat to health and/or safety. Generally adequate working conditions with minimum environmental conditions to assure comfort.

Exposures: Extensive contact with the general public and City citizens.