



City of Stevenson Personnel Policy

UTILITIES CLERK

POSITION: Utilities Clerk
REPORTS TO: City Administrator
EFFECTIVE DATE: June 15, 2023
FLSA STATUS: Non-Exempt

SUMMARY:

This is an office position that performs a wide variety of regular and recurring accounting procedures; accounts payable; utility billing tasks; cash receipting and records management duties.

ESSENTIAL JOB DUTIES:

The specific statements shown for each task are not intended to be all inclusive. They represent minimal essential elements and criteria considered necessary to successfully perform the job. Other related duties and responsibilities may be required, or assigned, as needed.

- Provide outstanding, friendly customer service to all city customers.
- Responsible for utility billing including preparation and reconciliation of water and sewer billing, receipting payments, maintenance of customer service records and compiling reports.
- Maintain records of connections and utility applications with associated costs.
- Receive, account for and safeguard cash, checks and other valuables as required.
- Develop and maintain procedures for utility bills, delinquent billing reminders and service cut-offs.
- Review invoices submitted and determine proper account coding, prepare vouchers and checks for payment.
- Receive and screen telephone calls.
- Perform secretarial services for various departments when required.
- Assist in the preparation financial reports and annual state audit.
- Maintain Business License, Small Works Roster and Outdoor Burn Files.
- Assist with records retention.
- Provide zoning information, building permit information, water/sewer information.
- Provide general public/tourist information and relocation assistance.
- Operate office equipment, trouble shoot hardware/software problems and operate Microsoft suite software, utility/financial software programs, and online platforms for asset management, permitting and code enforcement.
- Assist with asset management to include conducting an inventory, and logging information in spreadsheets and online databases.
- Calculate annual Volunteer Firefighter pay and Skamania County Fire District II billing.
- Maintain varied accounting office filing systems and records as directed to assure proper follow-through.
- Process and assist in the completion of applications for various city permits.
- Assist with maintaining the permit tracking database.



City of Stevenson Personnel Policy

- Purchase office and household supplies.
- Notarize various documents for the City and general public.

ABILITY TO:

- Communicate clearly, effectively, and tactfully both verbally and in writing.
- Exhibit proficient computer skills.
- Work independently with little direction.
- Prioritize work, mesh numerous assignments, cope with interruptions, last minute changes and deadlines.
- Demonstrate conflict-resolution, problem-solving, and interpersonal skills using tact, patience, and courtesy.
- Obtain training to update present skills or obtain new skills.
- Demonstrate attention to detail and an aptitude for numbers.
- Demonstrate excellent problem solving and follow through skills.
- Determine appropriate action within clearly defined guidelines.
- Observe health and safety regulations.
- Maintain records and prepare reports.
- Work courteously and tactfully with customers and employees.
- Establish and maintain cooperative and effective working relationships with others.
- Adapt to new technologies and policy changes.

SUPERVISORY RESPONSIBILITIES:

Works under general supervision. No formal supervisory responsibilities but may oversee or direct the work of support staff, contractors, and/or volunteers.

JOB CONDITIONS:

This position takes place in a typical office environment. The 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.

MINIMUM QUALIFICATIONS:

High School Graduate or GED equivalent
Office Experience, understanding of basic accounting
Proficient typing skills, computer experience (preferably Windows based Excel & Word)
Good customer service, writing and communication skills

PREFERRED QUALIFICATIONS:

Prior Government Accounting Experience
College graduate



City of Stevenson Personnel Policy

POSSESSION OR ABILITY TO ACQUIRE WITHIN 18 MONTHS OF EMPLOYMENT:

- First Aid & CPR Certification
- Notary Public Designation

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 their supervisor.

I have read and understood the functions, responsibilities, and requirements of this position.

Signature

Date