



## CITY OF INGLESIDE JOB DESCRIPTION

### Utility Clerk

<b>Department:</b>	Utility Billing
<b>FLSA Status:</b>	Non-Exempt
<b>Effective Date:</b>	05/13/2020
<b>Pay Grade:</b>	4

#### POSITION SUMMARY

Performs intermediate technical work processing, checking, and verifying utility billing data, preparing, and mailing utility bills, processing customer services request, assisting customers at counter and via telephone, and related work as apparent or assigned. Work is performed under the moderate supervision of the Utility Billing Manager.

#### 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 an individual with disabilities to perform the essential functions.*

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets and assists customers entering the office to obtain information and / or make payments for various City services and / or programs.
- Responds to and follows up on customer utility inquiries and complaints.
- Answers a multi – line telephone; directs calls to appropriate personnel; provides information and / or tasks messages as appropriate.
- Accepts utility applications for utility services connections and bank drafts; reviews, processes, and completes service orders for connects, disconnects, transfers, and rechecks.
- Reconciles cash drawer, adjusts for correction.
- Scans checks to be sent electronically to the bank; prepares records and deposit information.
- Issues various licenses and solicitors permits, and garbage contractor replacement lists for curbside totes.
- Processes and mails computerized utility bills and disconnect notices, bank drafts, returned check notices; sends letter of credit to other utility companies upon request.
- Answer radio and dispatching calls to various City departments.
- Performs various office assistance tasks such as copying, filing, utility records, and typing correspondence; orders supplies; imports various utility reports to the City's electronic archive system.
- Processes disconnect lists for delinquent accounts

#### SUPERVISION RECEIVED AND EXERCISED

- Moderate supervision
- Under the direction of Utility Billing Manager

## EDUCATION AND EXPERIENCE REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education** – High School / GED

**Experience** – Moderate experience in customer service, money handling or equivalent combination of education and experience.

**License or Certificate** – Valid driver's license in the State of Texas.

<b>Required Education</b>	High School / GED
<b>Required Experience</b>	Moderate experience in customer services, money handling
<b>Combination OK?</b>	Yes
<b>License</b>	Valid Texas Driver License

## KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- General knowledge of accounting terminology, methods, procedures, and equipment.
- General knowledge of standard office procedures, practices, and equipment.
- General knowledge of and ability to operate personal computers, associated hardware, software, and peripheral equipment.
- Ability to understand and follow oral and written directions.
- Ability to follow detailed work procedures.
- Abilities to post accounts and to perform mathematical computations with speed and accuracy.
- Ability to meet and deal courteously with the public.
- Ability to establish and maintain effective working relationships with associates and the public.  
Cash handling and electronic banking.

## PHYSICAL DEMANDS

The physical demands herein 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 these essential job functions.

- This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, speaking or hearing, climbing
- Balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; 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; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic)

<b>Weight</b>	10 lbs.
<b>Environment</b>	Mod. Noisy
<b>Physical Activity</b>	Moderate

## Personnel and Policy Handbook section 3-C

*“all new employees are required to complete the FEMA IS-100, IS-200, and IS-700 within the first six (6) months of employment. All supervisors and managers are also required to complete the FEMA IS-300 and IS-400 within six (6) months of holding position.”*

*Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position. Nothing in this job description restricts management's right to assign duties and responsibilities to this job at any time. The omission of*

*specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.*

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Employee Signature

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Date