

**CITY OF RED LODGE  
POSITION DESCRIPTION  
April 2017**

**POSITION:** Utility Clerk

**DEPARTMENT:** City Administration

**ACCOUNTABLE TO:** City Clerk/Treasurer

**SUMMARY OF WORK:** This position is responsible for maintaining the records of the Water and Sewer Utility customers which include: meter reading books, billing ledgers, consumption history, water and sewer billing. Responsible for waiting on customers at the counter for dog tags, sale of cemetery lots and directing people to the right department for assistance. Be a bonded notary public.

**JOB CHARACTERISTICS:**

**Duties:** This position performs administrative, bookkeeping, and clerical duties requiring attention to accuracy, detail and timeliness. Position must be able to work with frequent interruptions. Must be self-motivated to complete tasks. Requires attending some evening Council meetings when needed to cover for the City Clerk. Maintain and secure confidential and sensitive information.

Maintenance of customer account records; compilation and entry of meter reading information into billing system; Processing and mailing of customer bills.

Posting of late penalties and related notices.

Reconcile delinquent payments onto tax roll at year end.

Makes deposits of monies collected; balances accounts and issues final report to Clerk at month end.

Records adjustments to accounts and issues to Clerk.

Prepares water and sewer reports.

Frequently assists customers in understanding bills and payments; regulates and enters address changes from property transfers and rentals; records meter changes and replacements; issues shut-off notices; refers some complaints to water superintendent; and prepares all reports that are associated with these services.

Aids City Clerk in attending Council meetings in the absence of the City Clerk/Deputy Clerk; takes minutes; answer telephone; take and deliver messages; retrieves mail and distributes daily; issues dog licenses; sell cemetery lots.

Process mail.

Order supplies; lock City offices at the end of the day.

Performs other miscellaneous tasks at the discretion of the City Clerk/Treasurer.

**Personal Contacts:** Daily contact with the public and supervisors in person or by telephone. Coordinates with field and office personnel daily by telephone and in person. Frequent contact with other City employees to relay messages.

**Supervision Received:** Daily supervision from the City Clerk.

**Supervision Performed:** Number of persons supervised: None

**Essential Functions:** Position requires ability to communicate orally and in writing; do bookkeeping; prepare billings; calculate; maintain records; prepare correspondence; type, file, operate computer, copier and other office machines.

### **JOB REQUIREMENTS:**

**Knowledge:** This position requires a working knowledge of tabulating, preparing bills and receipting accounts; office practices, typing, spelling, composition and bookkeeping; records maintenance techniques, computer operations and the organization of City government.

**Skills (Manual Functions):** This position requires skill in typing, calculating, operating a computer and phone etiquette.

**Abilities (Mental Functions):** Develop and compile accurate information for a variety of reports; work independently; Understand and carry out oral and written directions; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

Ability to work with interruptions.

Ability to maintain confidentiality of sensitive information.

**Physical Demands:** While performing the duties of this job, the employee is required to sit; use hands to manipulate, handle or feel objects, tools or controls; reach with hands and arms; climb or balance; talk or hear. The employee is occasionally required to stoop, kneel, crouch, crawl and lift objects no heavier than 20 to 25 lbs.; be able to work under time pressures such as frequent "rush" jobs, urgent deadlines, etc.; work under distractions such as telephone calls and other disturbances; perform repetitive activities (calculating, keyboarding and writing).

**WORK ENVIRONMENT:**

Work is performed in an office setting.

The employee is occasionally required to encounter unpleasant social situations (dealing with irate or disturbed individuals).

**EDUCATION AND EXPERIENCE:** The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to: (Include special training or certifications)

A high school diploma.

Two years experience in an office setting in the use of computers and with typing, filing and bookkeeping preferred.

Accounting experience preferred.

Certification as a Municipal Clerk is preferred. Must be willing to obtain certification as a municipal clerk.

Must obtain a notary within two months.

**JOB PERFORMANCE STANDARDS** Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance standards include, but are not limited to, the following:

--Performs assigned duties.

--Maintains accurate and timely records.

- Prepares and submits accurate and timely reports.
- Effectively answers the telephone, routes calls, and provides information.
- Prepares and maintains the water billing process.
- Deals tactfully and courteously with the public.
- Observes work hours.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.
- Evidences productivity and high quality of work.
- Demonstrates compliance with City Policies and Procedures.
- Shows initiative and versatility.

Reviewed by \_\_\_\_\_ on \_\_\_\_\_  
 (Employee's signature) (Date)

Approved by: \_\_\_\_\_ on \_\_\_\_\_  
 (Supervisor's signature) (Date)

Approved by: \_\_\_\_\_ on \_\_\_\_\_  
 (Mayor's signature) (Date)