

**City of Ironwood**  
**Clerk I – Utility Billing and Data Processing**

The City of Ironwood is currently accepting applications to fill the full-time position of Clerk I – Utility Billing and Data Processing. This position is in the finance office and handles daily public contact at the City's transaction window, accepting customer payments and answering questions related to utilities, taxes, etc. The employee selected for this position will maintain the City's utility customer accounts, including billing, maintenance and scheduling services. This is a non-exempt, union position that requires 1) high school diploma (or GED equivalent), 2) Associate degree in public administration, business, marketing or related field, 3) Two (2) years of clerical experience, or any equivalent combination of education and experience. Candidates must have skill and experience with modern office equipment, interacting with the general public and working in a team setting. The current starting base wage is \$17.43/hour. This position comes with automatic wage step increases at six (6) months, one (1) year and two (2) years of service. This position also comes with a great benefit package including longevity increases, defined benefit pension, health insurance (medical, dental and vision), life insurance and paid time off (vacation, sick, personal and holidays).

Employment application and a complete job description are available at the City Clerk's Office, 213 S. Marquette Street, Ironwood, Michigan, and on the City website at the following link: [www.cityofironwood.org/government/departments/](http://www.cityofironwood.org/government/departments/). Interested candidates should submit application, resume and cover letter to the City Clerk's office. The City will begin reviewing applications on January 6, 2020. Applications will be accepted until the position is filled. EOE. *"Find your North"*.

Run ad: 12/14/19, 12/18/19, 12/21/19, 12/28/19, 1/3/20

## CITY OF IRONWOOD

# CLERK I – UTILITY BILLING AND DATA PROCESSING

### General Summary

The Utility Billing and Data Processing clerk performs clerical tasks manually and, on the computer, including the maintenance of a variety of records, correspondence, reports and accounts. This position involves substantial public contact, requiring great patience, tact and ability to endure criticism and complaints while maintaining composure. This position also accepts customer payments for all City billings and other various monetary transactions.

### Supervision Received

Work is performed under the supervision of the Finance Director/Treasurer and Utility Manager. Employee may be assigned to assist other departments.

### Essential Duties and Responsibilities

An employee in this position may be called upon to do any or all of the following: (**Does Not** include **all** tasks employee may be expected to perform).

1. Accept daily payments and enter into computer (payments include, but are not limited to, utilities, taxes, business licenses, building permits, etc.)
2. Receive and process deposits from other departments (i.e. Public Safety, Library and Civic Center).
3. Perform daily receipt wrap-up procedures.
4. Upload and/or enter meter readings into utility billing program.
5. Perform utility billing maintenance.
6. Process utility bills and reports.
7. Prepare delinquent utility notices and reports.
8. Maintain utility customer accounts.
9. Index and file utility department records.
10. Perform duties of receptionist for City Hall employees.
11. Assist in carrying out administrative detail and process routine administrative matters.
12. Answer telephone, counter and email requests requiring knowledge of municipal and departmental rules, regulations, procedures and activities.
13. Give out information, process complaints, receive visitors, and make appointments.
14. Communicate with supervisor regarding scheduled activities and other important matters.
15. Sort material for filing and maintain a variety of files, correspondence records and other materials. Research files as requested.
16. Compile information for inclusion in reports, letter, etc.
17. Respond to information requests from real estate, title and closing agents.
18. Prepare a variety of correspondence, records and reports using Microsoft Office programs along with other necessary computer programs.
19. Assist in the maintenance of the official record system, scanning of documents, data entry, etc.
20. Perform related work as required.

## Minimum Qualifications

- Education and Experience:
  1. Graduation from high school education or GED equivalent.
  2. An Associate Degree in public administration, business, marketing or related field
  3. Two (2) years of clerical experience, or
  4. Any equivalent combination of education and experience.
  
- Necessary Knowledge, Skills and Abilities:
  1. Knowledge of modern office procedures and practices.
  2. Knowledge and experience with public contact duties.
  3. Ability to understand and comprehend policies, regulations, and ordinances governing clerical activities in the City Finance Office.
  4. Proficient in typing and have excellent spelling and grammatical skills.
  5. Skill in operating standard office equipment.
  6. Knowledge and proficiency with relevant software applications (i.e. Microsoft Word, Excel, etc.).
  7. Experience in working with a personal computer, filing, office machines, bookkeeping, accounting and related commercial subjects.
  8. Skill in establishing and maintaining effective working relationships with supervisors, City Officials, co-workers, clients and the public.
  9. Ability to understand and follow oral and written instructions.
  10. Ability to assemble data and prepare accurate records and reports.
  11. Ability to work independently and be self-directed.
  12. Ability to perform efficiently under demand and stress.

## Other Requirements

1. Demonstrated ability to maintain interpersonal, customer service and oral/written communication skills with the public, and City Staff.
2. Demonstrated knowledge of proper grammar, spelling and punctuation.
3. Demonstrated ability to meet deadlines.
4. Demonstrated ability to independently organize and prioritize work assignments.
5. Demonstrated ability to work with accuracy and attention to detail.

## Materials and Equipment Used

1. Computer
2. Standard computer software including, but not limited to, Microsoft Office, BS&A and Pontem.
3. Standard office equipment to perform clerical tasks, including, but not limited to, keyboard and mouse, telephone, fax, printer, copier, and calculator.

## Physical Demands

The physical demands described here 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 the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee primarily works in an office setting. The employee may be required to travel outside of the office, which may cause exposure to temperature changes and inclement weather.

The noise level in the work environment is usually moderately quiet in office settings.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

**APPLICATION FOR EMPLOYMENT  
MUNICIPALITY OF IRONWOOD, MICHIGAN**

*The City of Ironwood is an equal opportunity employer and shall consider all qualified applicants for all positions without regard to race, color, sex, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected category.*

YOU MUST ANSWER ALL QUESTIONS COMPLETELY AND TRUTHFULLY. FAILURE TO DO SO WILL RESULT IN REJECTION OR YOUR APPLICATION (YOU WILL NOT BE CONSIDERED FOR EMPLOYMENT), OR, IF NOT DISCOVERED UNTIL LATER DATE, MAY RESULT IN DISCIPLINE OR DISCHARGE FROM EMPLOYMENT.

Position(s) Applied For: \_\_\_\_\_

Name: \_\_\_\_\_  
(LAST)
(FIRST)
(MIDDLE)

Address: \_\_\_\_\_  
(STREET)
(CITY)
(STATE)
(ZIP CODE)

Telephone Number: \_\_\_\_\_  
(HOME)
(CELL)
(WORK)

Driver's License No.: \_\_\_\_\_ State: \_\_\_\_\_

Are you a relative by birth or marriage to any City of Ironwood elected official or full-time management employee?  
 Yes \_\_\_\_\_ No \_\_\_\_\_

If yes \_\_\_\_\_ Relationship \_\_\_\_\_

Are you under 18 years of age? (If yes, please attach work permit)	Yes _____	No _____
Are you currently working?	Yes _____	No _____
Are you on lay-off?	Yes _____	No _____
If yes, are you subject to recall?	Yes _____	No _____
Will you submit to a drug screening test?	Yes _____	No _____
Have you ever been employed by the City of Ironwood?	Yes _____	No _____

If yes: \_\_\_\_\_  
(Position)
(Department)
(Dates)

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration status?  
 Yes \_\_\_\_\_ No \_\_\_\_\_

Have you ever been fired? Yes \_\_\_\_\_ No \_\_\_\_\_  
 If yes, give date, where you worked and explanation:

\_\_\_\_\_

Have you ever been convicted of a felony? Yes \_\_\_\_\_ No \_\_\_\_\_  
 If yes, completely describe including location and date:

\_\_\_\_\_

*(Please note: A conviction record will not necessarily be a bar to employment. Factors such as age, time of offense, seriousness and nature of violation, and rehabilitation will be considered.)*

Are you capable of performing with or without reasonable accommodation (special assistance, equipment or other help), the activities involved in the job or occupation for which you have applied?

Yes \_\_\_\_\_ No \_\_\_\_\_

Describe how you would perform the job function involved in the job or occupation for which you have applied.

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### EDUCATION

	High School	Vocation/Technical	College	Graduate
School Name & City/State				
Did you graduate? (If not, number of credit hours completed)	Yes ___ No ___	Yes ___ No ___	Yes ___ No ___	Yes ___ No ___
Degree/Certificate				
Major/Minor				

Describe any specialized training, apprenticeships, internships, skills, licenses, certificates, and extracurricular activities that pertain to the position(s) for which you are applying.

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List professional, trade, business group membership and officer held and volunteer work excluding group names that the name and character of which indicate race, color, sex, religion, national origin, age, height, weight, marital status, veteran status, handicap, or any other protected class.

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### REFERENCES

(Do not include relatives or former employers)

Name	Address	Telephone Number

### MILITARY SERVICE RECORD

Have you had any experience in the Armed Forces of the United States of America or in a State National Guard which is directly related to the position which you are applying for? Yes \_\_\_ No \_\_\_

If yes, what branch? \_\_\_\_\_

Rank at discharge \_\_\_\_\_

Date of discharge \_\_\_\_\_

Were you dishonorably discharge? Yes \_\_\_ No \_\_\_

(Please note: A dishonorable discharge from the military will not necessarily be a bar to employment.)

## EMPLOYMENT HISTORY

List each job held. Start with your present or last job first.

Employer: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Hourly Rate/Salary Start: \_\_\_\_\_ End: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Hourly Rate/Salary Start: \_\_\_\_\_ End: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Hourly Rate/Salary Start: \_\_\_\_\_ End: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
\_\_\_\_\_

Employer: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Hourly Rate/Salary Start: \_\_\_\_\_ End: \_\_\_\_\_  
Supervisor: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_  
Work Performed: \_\_\_\_\_  
\_\_\_\_\_

**AGREEMENT AND UNDERSTANDING**

1. I certify that the information in this application is true, complete and correct to the best of my knowledge and understand that falsification, misleading, misrepresentation or omission of any information submitted in connection with my application or interview, whether in this document or not, may result in rejection of my application or, if hired, in dismissal.

Signature \_\_\_\_\_ Date \_\_\_\_\_

2. I waive written notice from my current employer and from any former employers regarding the disclosure of disciplinary reports, letters of reprimand, or any other notices of disciplinary action contained in my personnel records (even if more than four (4) years old). This waive is made pursuant to the Bullard-Plawecki Employee Right to Know Act.

Signature \_\_\_\_\_ Date \_\_\_\_\_

3. I authorize the references and current and former employers listed in this application to give the City of Ironwood any and all information concerning my current and previous employment and any pertinent information they may have (even if more than four (4) years old) and release all parties from any liability for any damages that may result from furnishing such inquiries.

Signature \_\_\_\_\_ Date \_\_\_\_\_

4. I authorize the City of Ironwood to release any information (even if more than four (4) years old) relating in any way to my employment including disciplinary reports, letters of reprimand or any other notices of disciplinary action when such information is requested by any prospective or subsequent employers without any obligation (by them or the City) to give me any notice of such disclosure.

Signature \_\_\_\_\_ Date \_\_\_\_\_

5. I understand that any employment offer is conditional upon the result of the drug screening test and the post offer pre-employment medical examination and the background investigation (when applicable based on the position sought).

Signature \_\_\_\_\_ Date \_\_\_\_\_

6. I have read the attached job description. If employed, I understand that if I am or become handicapped and in need of accommodation for employment, I must notify the City in writing within 128 days after the need is known or reasonably should have been known to me. Failure to properly notify the City will preclude any claim that the employer failed to accommodate the handicapper.

Signature \_\_\_\_\_ Date \_\_\_\_\_



Applicants for NON-UNION positions read and sign paragraph 7. Do not sign paragraph 8.  
Applicants for UNION positions read and sign paragraph 8. Do not sign paragraph 7.

7. In consideration of my employment, I agree to conform to the rules and regulations of the City of Ironwood, as they may be amended or changed from time to time, and agree that my employment and compensation can be terminated with or without cause and with or without notice at any time at the option of either the City or myself. I understand that no officer or representative of the City has the authority to enter into an agreement for employment for any specific period of time, or to make any agreement contrary to the foregoing, except the City Manager and any such agreement must be made in writing, directed to me personally. I further acknowledge that no one has made any representation or statement to the contrary to the City's employment at-will policy or about the City's economic outlook or stability to me, either orally or in writing, and I acknowledge and understand that no one has the authority to make such representation of statements to the contrary in the future.

Signature \_\_\_\_\_

Date \_\_\_\_\_

8. In consideration of my employment, I agree to the rules and regulations of the City of Ironwood. I further acknowledge I will be on probationary status for a minimum of \_\_\_\_\_ days from the date of my hire. As a probationary employee, I understand my employment and compensation can be terminated at any time with or without

Signature \_\_\_\_\_

Date \_\_\_\_\_

9. I agree that any lawsuit against the City, arising out of my employment or termination of employment including but not limited to, claims arising under the State or Federal Civil Rights statutes, must be filed within six (6) months of the event giving rise to claims or be forever barred. I waive any limitation period to the contrary.

Signature \_\_\_\_\_

Date \_\_\_\_\_

I HAVE READ, UNDERSTAND, AND AGREE TO THE TERMS OF EACH OF THE ABOVE NINE (9) INDIVIDUAL STATEMENTS, AS INDICATED ABOVE.

Signature \_\_\_\_\_

Date \_\_\_\_\_

ACKNOWLEDGEMENT

Please read carefully before signing.

I acknowledge and agree that all statements made herein are subject to investigation and confirmation by the City and that the information I have supplied is correct to the best of my knowledge. I understand that any deliberate falsifications, misrepresentations, or omissions of fact may preclude any offer of employment, or may result in the withdrawal of any employment offer, or may result in discharge from employment if I am already employed at the time the misrepresentation or omission is discovered.

I hereby authorize the release from liability any former employer, educational institution, or other person or institution to questions pertaining to information in the application, and to release the details of my work, skills, or action in any transaction and to provide documentary evidence thereof to the City of Ironwood. Further, I release the City of Ironwood from liability that might result from an investigation.

I understand that the use of this application does not indicate there are positions available, nor does it imply or create an employment contract. I understand that the only employment contracts are those specifically authorized by the City of Ironwood management which have been reduced to writing and have been executed by both the employee and an authorize representative of the City of Ironwood. Accordingly, I understand that no employment contrite, either expressed or implied, for any period, is created hereby should the City of Ironwood hire me.

If hired, I understand that my employment is at-will (*just cause* for union employees), and can be terminated at any time, with or without notice, for any reason at the option of either the City of Ironwood or me. Should the City hire me, I agree to observe all the City's policies, practices, and procedures currently in existence and new revised ones, which be issued in the future.

Signature \_\_\_\_\_

Date \_\_\_\_\_