

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 and BS&A.
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.*