

POSITION DESCRIPTION
Town of Bainville

DEPARTMENT: Town Office

POSITION: Administrative/Utility Clerk

CLASSIFICATION: Temporary Part-Time

SALARY RANGE: DOE

ACCOUNTABLE TO: Town Clerk-Treasurer

SUMMARY OF WORK:

Performs a variety of routine and complex clerical, administrative, and record keeping duties in support of the Town Clerk. Must work with City personnel, officials, and the public with discretion, diplomacy, and a helpful attitude.

JOB CHARACTERISTICS:

Administrative Clerk is responsible for clerical work performed for the town utilities. Is responsible for the maintenance of the Town's utility billing records and accounts, cash receipting and customer service. There may be work projects that need to be produced in a timely manner and other office tasks as deemed necessary. Answers phones and takes messages.

ESSENTIAL FUNCTIONS:

1. Posts transactions for customer payments and makes weekly bank deposits.
2. Processes meter reading data, prepares and mails utility bills. Maintains current customer account files.
3. Receives telephone calls and citizen visits regarding utility bills or services and answers questions and resolves complaints.
4. Pursues collection of delinquent accounts, including preparation and mailing of final notices, and shut-off and turn-on orders. Establishes and monitors payment schedules.
5. Creates new utility accounts. Processes open and close requests for service forms.
6. Provides reception services at town hall by answering telephone, emails, fax machine, public works radio/cell phones and personal inquiries.
7. Produces Utility Billing, letters, memoranda, reports, tabulations and other materials as requested.
8. Attends Committee Meetings and tends to all required business regarding the committees.
9. Keeps Town Website updated
10. Assists Town Clerk and Public Works personnel as needed
11. Performs other duties as may be assigned from time to time which may include, but are not limited to, filing, records retention, and serving as back-up for Town Clerk in her absence.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school graduate or GED recipient. Prefer prior office experience of two years or more.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employee must be bondable and must have a valid driver's license.

OTHER SKILLS and ABILITIES:

Ability to work with computer and applicable word processing/accounting/spreadsheet software. Must be able to operate the many machines and pieces of equipment in the office to include 10-key calculator, phone, fax, copy machine, scanner, and hand-held meter reading instruments. Knowledge of Town regulations and some legal terminology is needed.

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 sit, use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl, and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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.

The noise level in the work environment is usually moderate.

CLOSING DATE: Applications are due by 1:00 PM on Friday September 2018