



**CITY OF HICKMAN, NEBRASKA
JOB DESCRIPTION**

115 Locust Street / P.O. Box 127
Hickman, Ne 68372-0127
Phone: 402.792.2212
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Job Title: Utility Clerk
Department: Administration
Reports To: City Administrator/Clerk, Mayor and City Council
FLSA Status: Non-Exempt, Non-Volunteer, Full Time
Date: June 2021

Job Summary

Utility Clerk shall assist in the operation of the City Office through efficient performance of administrative functions requiring a high level of confidentiality, sound judgment and skilled business practices. Work entails all City Utility Billing and Customer Service related matters. Employee will be responsible for the activities which involve establishing and maintaining customer utility accounts; generating and mailing utility bills; handling customer inquiries relating to opening and closing of utility accounts; handling customer inquiries related to utility billings and general municipal services; preparing and monitoring mandatory utility reports and collecting a variety of funds per the City's Master Fee Schedule on services. Work involves public contact and coordination with other departments within the City's Organizational Structure.

Knowledge, Abilities and Skills

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.

Knowledge of:

- General record keeping and general bookkeeping principles and procedures.
- General principles utilized in private or public sector accounting, business or finance administration, accounts payable, accounts receivable and general ledger functions.
- Proper telephone and e-mail etiquette.
- Routine office procedures, standard clerical techniques.
- Input and retrieval functions utilizing a variety of computer software programs as well as utilizing word processing, spreadsheets and databases.
- Record keeping, bookkeeping and handling money.
- Geographic layout and demographics of jurisdiction and surrounding area.

Ability to:

- Communicate effectively both verbally and in writing and utilize proper telephone etiquette.
- Utilize the English language, proper grammar, spelling and punctuation.
- Demonstrate effective listening and communication skills to ensure customer understanding.
- Provide the general public, professional staff, governmental agencies and City Officials a high level of friendly, comprehensive, accurate and efficient customer service for requests and inquiries while maintaining a positive and effective working relationship.
- Understand and follow both oral and written instructions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.

- Plan and organize a personal work schedule, set priorities, and perform job duties efficiently while managing frequent interruptions.
- Learn city policies and apply when dealing with inquiries from the general public and/or other co-workers.
- Learn the methods and techniques used in the review process for a variety of applications submitted to the various departments.
- Apply sound judgment in making decisions.
- Maintain the confidentiality of appropriate communications, documents, transactions and critical information.
- Utilize a variety of computer programs and applications, software, word processing and spreadsheets necessary to perform the functions of the job.
- Perform accurate mathematical calculations such as addition, subtraction, multiplication and division, using a calculator, ten-key adding machine or manually.
- Prepare and maintain proprietary (Utility) records, reports and correspondence pertaining to the Utility functions of the city.
- Post data accurately.
- Type accurately using a personal computer.
- Operate standard office equipment.

Skill in:

- Problem solving and critical thinking to conduct fact-finding projects.
- Utilizing computers and various software applications (Microsoft Office, Utility Billing Software-Power Manager, Beehive).
- Verbal and written communication with ability to communicate effectively while maintaining tact and professionalism.
- Establishing and maintaining effective working relationships with the public, other employees, other governmental agencies, and municipal officials.

Education and Experience

1. Minimum of Associates Degree in Accounting or related field with proven years of equivalent experience.
2. Previous experience working in an office environment.
3. Prefer municipal/governmental agency experience; prefer experience and/or training in utility billing and bookkeeping.
4. Must be willing to obtain further education, training, and certifications as deemed appropriate by the employer.
5. Valid driver's license.

Essential Job Functions

Utility Billing:

- Completes the timely issuance of all utility billing processes.
- Prepares and executes delinquent account disconnect notices, and start negotiation procedure for utility customer payment plans if needed or approved by supervisor.
- Completes accounting of Customer Utility Account Deposits including verifying initial receipt of deposit, maintaining accurate and complete records and issuance of approved refunds.
- Reconciles monthly utility accounts receivable, revenue and customer deposits accounts and presents monthly reports to supervisor.
- Requests special meter readings or read verifications when needed.
- Prepares notices for disconnection of utility services with the advanced approval of supervisor.
- Accurate written and oral communication skills to resolve customer questions regarding utility or other city services, and forward in legible manner to necessary department heads.

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- Completes all daily cash transactions including accurate and efficient payment processing, balancing and reconciliation reports and bank deposits in the absence of the Office Assistant.
- Administrates and reconciles Uniform Budget Program for utility customers.

Customer Support:

- Provides customer service and provides general information as it pertains to City activities or refers them to the appropriate agencies as necessary.
- Answers the telephone, takes messages and/or refers caller to appropriate source for assistance or provides information to callers.
- Assists the general public in completion of various forms and documents; prepares and distributes various departmental applications and forms.
- Receives citizen input in the form of complaints/compliments/statements and records information and/or refers individual to appropriate source for resolution.
- Establishes and maintains positive public relations with the general public.

Administrative Support

- Performs a variety of clerical duties such as typing, photocopying, scanning, preparing reports, filing and providing customer service to citizens and staff as needed.
- Assists with completing assigned errands daily such as making bank deposits, dropping and picking up mail, and delivering various items.
- Operates standard office equipment in the performance of job duties, i.e. fax machine, copier, personal computer, calculator, folding machine, postage machine, etc.
- Performs other duties as required.

Wages, Hours and Benefits:

Full Time Employment, 40 hours per week, Monday through Friday, 8:00 am to 5:00 pm. Insurance and retirement package available. Paid Holiday, Vacation, and Sick time off.
 Wage \$12.00 to \$20.00 per hour (per ORD2019-01).

Physical Requirements

Seeing and hearing: read documents, computer screen,	answer phones, communicate in person	up to 75-100% per day
Standing and walking		up to 0-24% per day
Sitting		up to 50-74% per day
Climbing, stooping, squatting and kneeling		up to 0-24% per day
Dexterity: utilizing phone, typing, and writing		up to 75-100% per day
Lift in excess of 10 pounds		up to 0-24% per day

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