

**SILVER LAKE WATER AND SEWER DISTRICT
POSITION DESCRIPTION**

Position Title:	Utility Clerk I	Department:	Finance
Report To:	Finance Manager	Supervises:	0

1.0 MAJOR FUNCTION AND PURPOSE

Responsible for a variety of clerical and routine accounting duties including: Operating a multi-line (12) telephone system; posting utility payments to customer accounts; process the District's mail; general front counter customer service; utility account maintenance; and providing general information and assistance to customers and staff.

2.0 SUPERVISION RECEIVED

This position serves under the direction of the Finance Manager.

3.0 SUPERVISION EXERCISED

None

4.0 MAJOR JOB RESPONSIBILITIES

Provides telephone and front counter reception for District customers, vendors, and staff.

Responsible for opening, processing and posting mail, ACH, counter, and drop box payments to customer accounts.

Provides coverage for the front counter.

Prepares a wide range of service orders.

Coordinates the daily District wide calendar.

Schedules side sewer inspections.

Provides backup coverage for Utility Clerk II's.

Provides backup coverage for payment reminder notices, shut off notices, preparing the shut-off list, and payment arrangement confirmations.

Posts and reconciles day work and other accounting journals.

Processes move-in and move-out requests.

Posts, reviews and balances the daily report for cash drawer.

Prepares cash, checks, and money orders for deposit, either by delivery, mail, or electronic deposit.

Assists with special projects as required.

Performs other duties as required.

Prepares financial and statistical information reports.

5.0 MINIMUM QUALIFICATIONS

Three years of multi-line telephone reception experience with a preference for high volume multi-line telephone reception with direct customer support, transaction posting, and cash handling duties included.

A high school diploma or GED.

Valid Washington State Driver's License.

6.0 KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of multi-line telephone equipment and telephone receptions etiquette.

Knowledge of cash handling techniques.

Knowledge of relational electronic databases.

Knowledge of word processing, email, spreadsheet, and databases programs (i.e., Word, Excel, Outlook, and Access).

Ability to apply independent judgment in the receipt, audit and verification of utility account transactions.

Ability to establish relationships with District personnel at all organizational levels to perform service orders gather information and prepare reports.

Ability to maintain accuracy and conform to established procedures in accordance with applicable laws and regulations.

Ability to follow oral and written directions.

Ability to understand, read, speak and write English.

Ability to operate computer and provide accounting spreadsheets.

Basic accounting and financial transaction skills required and ability to maintain financial records.

Ability to operate copy machines, calculator, fax and other standard office equipment.

Ability to manage multiple projects concurrently under difficult deadlines.

Ability to exercise discretion, tact, courtesy, and patience with difficult internal and external customers. Excellent communication skills.

Ability to work overtime if needed.

Basic computer and math skills.

WORK ENVIRONMENT

Environment: Standard office setting; frequent interaction with District staff and the general public; exposure to moderate noise levels.

Physical: Incumbents require sufficient mobility to work in an office setting; walk, stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; to stoop, kneel, or crouch; light lifting and carrying; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Hearing: Hear in the normal audio range with or without correction.