



Job Title:	Utility Clerk II		
Department/Group:	Finance	FLSA Status:	Non-Exempt
Reports To:	Finance Manager	Position Type:	Full-time
FLSA:			
<p>Non-Exempt (employee is eligible for overtime/compensatory time in accordance with Federal Fair Labor Standards Act, State Minimum Wage Act).</p> <p>Under the direction of the Finance Manager, the Utility Clerk II is responsible for a variety of clerical, customer service, front counter operations, and accounting duties that may include: Operating a multi-line (12) telephone system; preparing and presenting estimated and final utility requests/bills; maintenance of customer account records; assists with the District Cross Connection Control Program; customer refunds and other customer account adjustments, posting customer payments and operating a cash drawer, issuing new permits, generating, transmitting, and closing customer service orders, preparing customer account correspondence; generating payment reminder, shut-off, and preparing shut-off notices and door hangers.</p>			
Essential Duties and Responsibilities:			
<p>The following statements reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the performance standards developed for this position and the District's standards for interpersonal and team behaviors, customer contacts, and supervision.</p> <ul style="list-style-type: none"> • This is not a safety sensitive position. • Provides coverage for the front counter, assisting customers, vendors and District personnel by telephone, email, or in person. • Responsible for opening, processing and posting mail, ACH, counter, and drop box payments to customer accounts. • Receives, reviews, posts and reconciles utility account adjustments. • Receives, reviews, and communicates with customers and District staff applications for new water and sewer connections/permits. • Calculates and collects new water and sewer General Facility Fees, Latecomers payments, Special Connections Fees, and other new connection fees and charges. • Opens new accounts for customers. • Prepares and transmits estimated utility charges for the sale of real property (Escrow Requests). • Processes a wide range of customer service order requests and coordinated data exchange between the District's Financial Management Systems and/or the Asset Management System. • Provides coverage for the regular monthly and bi-monthly billing process. • Receives, processes, and collects on customer returned payments (NSF). • Reviews daily deposits and cashier reports. • Prepares final utility bills for customers. • Assists with special projects as required. • Prepares financial and statistical information reports. 			

Work Schedule:

The Utility Clerk II's work schedule is based on the District's regular office hours when open to the public for customer service. In addition, one Utility Clerk II may be scheduled for up to two hours early morning overtime on regularly scheduled shut-off day.

Travel:

Infrequent, offsite meetings, training, and conferences.

Qualifications:**Experience/Education:**

- Three years of utility billing operations, banking, or other technical accounting function and three years of direct customer support.
- A high school diploma or GED with a preference for an Associate Degree in Finance, Accounting or related field or five years of direct front counter/utility service experience.
Pass a Background Investigation.

Licensing Requirements:

- Possess and maintain a valid Washington State Driver's License and driving record acceptable to the District and the District's insurance carrier and must be able to provide own transportation to and from job, meetings, and related job sites at all hours.
- Be legally eligible to work in the United States.

Knowledge, Skills, and Abilities:**Knowledge of:**

- Knowledge of utility billing procedures including preparing estimated utility charges and final utility bills.
- Knowledge of relational electronic databases.
- Knowledge of word processing, email, spreadsheet, and database programs (i.e., Word, Excel, Outlook, and Access).

Skills in:

- Excellent skills in communication and customer service.
- Intermediate skills with computers and math.
- Intermediate skills in accounting and financial operations

Ability to:

- Ability to apply independent judgement in the receipt, audit and verification of utility account transactions.
- Ability to perform the essential duties and responsibilities of the position. Reasonable Accommodation will be offered to individuals with disabilities that are able to complete the application process and perform the essential duties and responsibilities of the position.
- Ability to maintain financial records.
- 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.
- Ability to manage multiple projects concurrently under difficult deadlines.
- Ability to exercise discretion, tact, courtesy, and patience with difficult internal and external customers.
- Ability to work overtime if needed.
- Ability to review cash balances of the District and make day-to-day on-line cash management decisions.

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.

Tobacco Free: The Silver Lake Water and Sewer District is a tobacco-free environment within District-owned facilities. The District’s policy is to hire only non-smokers, non-chewing tobacco, and non-vapor users.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Reviewed By:		Date:	
Approved By:		Date:	