



Job Title:	Utility Clerk I		
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>Responsible for a variety of clerical and routine accounting duties including: Operating a multi-line (12) telephone system; posting utility payments to customer accounts; processing the District's mail; general front counter customer service; utility account maintenance; and providing general information and assistance to customers and staff.</p> <p>Under the direction of the Finance Manager.</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. • Provides coverage for the front counter. • Prepares a wide range of service orders. • Posts and reconciles day-to-day work and other accounting journals. • Processes a wide range of customer service order requests and coordinates the data exchange between the District's Financial Management Systems and/or the Asset Management System. • Posts, reviews and balances the daily report for cash drawer. • Schedules side sewer inspections. • Prepares cash, checks, and money orders for deposit, either by delivery, mail, or electronic deposit. • Coordinates the daily District wide calendar. • Assists with special projects as required. • Performs other duties as required. • 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. • Prepares financial and statistical information reports. 			

Work Schedule:

The Utility Clerk I's work schedule is based on the District's regular office hours when open to the public for customer service.

Travel:

Infrequent, offsite meetings, training, and conferences.

Qualifications:**Experience/Education:**

- 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.
- 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 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).
- Knowledge of basic accounting and financial transaction processing and reconciliation.

Skills in:

- Excellent skills in communication and customer service.
- Basic skills with computers and math.
- Basic skills in accounting, financial operations, and cash drawer operations.

Ability to:

- Ability to apply independent judgment in the receipt, audit and verification of utility account transactions.
- 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 operate computer and provide accounting spreadsheets.
- 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.
- Ability to understand, read, speak and write English.
- Ability to work overtime if needed.

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:	