

CITY OF RITZVILLE

DEPARTMENT: Administration

TITLE: Deputy Clerk Treasurer I - Utility Billing Clerk

REPORTS TO: Clerk-Treasurer

**POSITION PURPOSE:**

The Deputy Clerk Treasurer I is a non-exempt position under the direct supervision of the Clerk-Treasurer, performing assigned duties in accordance with policies and procedures.

Clerk duties include performing administrative work in support of city clerk-treasurer operations, functions, and programs. Performs a variety of routine clerical duties, including typing and word processing, filing, answering phones, following specific procedures or under close direction from a higher-level employee. Operates a variety of office machines and may act as recorder for the Planning Commission.

Treasurer duties include performing a variety of routine accounting tasks calculating, balancing, posting, and typing to complete transactions. Prepares monthly utility billing, receipts, and delinquent postings. Performs routine duties requiring accuracy, attention to detail and solid time management in order to complete accounting functions in a timely manner.

**ESSENTIAL DUTIES:**

**CLERK:**

1. Answers central telephone system and mobile radio base station.
2. Provides clerical or technical support to other staff members as required. Composes reports, memoranda, and other material with accuracy, and completeness.
3. If Clerk-Treasurer or Deputy Clerk-Treasurer II is not available prepares agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.
4. Assist in issuing and maintaining records on the following: dogs, domestic animals and building permits as needed.
5. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.
6. Design forms, conduct research, write, and update departmental policies and procedures as needed.
7. Assist with the preparation and distribution of City Council packets.
8. Exercise sound judgment and thorough knowledge of city policies and procedures.
9. Serves as a back-up to related positions.

**TREASURER:**

1. Responds to counter, telephone, and written inquiries.
2. Issue golf season passes and receipt payment.
3. Writes and codes receipts for all revenues and prepares daily bank deposits.
4. Cross train with Deputy Clerk Treasurer II to perform accounts payable and payroll duties.
5. Serves as a back-up to related positions.

**Utility Billing:**

1. Assists in setting up, closing, and amending utility accounts.
2. Processes meter reading data, enters information into computer or computes amounts due, prepares, and mails utility bills; maintains current customer account files, assists in reconciling utility billing activity with the computer program.
3. Processes work orders for utility disconnection, reconnection, new orders, and other service requests.
4. Receives telephone calls and citizens visits concerning utility billing or services, handles questions and matters of a more technical nature and responds to citizens' complaints.
5. Pursues collection of delinquent utility accounts.
6. Prepares and mails utility bills.
7. Verifies final utility bills and new utility accounts to include signup and sign out of utility customers, refunding deposits, and ensuring accuracy of refund checks.
8. Research/resolves customer inquiries, adjustments, and problems.
9. Updates active and inactive utility accounts.
10. Prepares late penalties, shut off notices, and administers delinquency program.
11. Initiates service disconnections and reconnections per Ritzville Municipal Code.
12. Composes various types of correspondence.
13. Processes all NSF checks for utility accounts.
14. Verifies closing bills requested by escrow companies and responds within 48 hours.
15. Ensures meter change outs have been accurately posted to the billing system.
16. Uploads and downloads handled devices utilized in recording monthly utilities.
17. Prepares related monthly internal/external reports.
18. Inputs utility rate changes based on City fee schedule.
19. Prepares collection letters for delinquent accounts (monthly).
20. Provide ongoing communication with sanitation contractors regarding starts, stops, dumpsters and utility accounts.
21. Run sanitation usage reports and reviews sanitation invoices.

**OTHER EXPECTATIONS**

1. Demonstrates teamwork by establishing and maintaining cooperative working relationships, displaying support and respect for others in communications.
2. Accomplishes data entry, account research, analysis and producing reports using a computer system and multiple software application programs, including governmental accounting, word processing and spreadsheets.
3. Responds quickly and appropriately to citizen or employee inquiries, requests for services, and/or complaints.
4. Works overtime as necessary to achieve departmental goals, as authorized by supervisor.
5. Maintains appropriate behavior, appearance (as appropriate for position) and performance.
6. Perceives when non-routine actives are required and offers to help without needing to be asked.
7. Flexibility in modifying workload to assist with an emergent problem, assignment, or project whenever feasible.
8. Performs other duties as assigned.
9. Provide quality customer service and follow up with customers.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**KNOWLEDGE OF:**

- Functions, activities, and responsibilities of the Clerk’s Office.
- Record management systems, techniques, and technology.
- Structure and operation of State, County, and municipal governments.
- City organization, operations, policies, and objectives.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Research methods and report writing techniques.
- Operation of a computer terminal and assigned software.

**ABILITY TO:**

- Ability to function as an independent self-starter with little supervision.
- Ability to work cooperatively with others as a member of the department team.
- Ability to prioritize work, mesh numerous assignments, cope with interruptions, last minute changes and deadlines.
- Ability to work independently from general instructions and broad work expectations.
- Plan, organize, and perform Clerk’s office operations.
- Maintain official City records.
- Administer ordinances and resolutions.
- Maintain confidentiality of politically sensitive materials and information.
- Research, analyze, interpret, organize, and report data as requested.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Meet schedules and legal timelines.
- Plan and organize work.
- Maintenance of a variety of reports and files related to assigned activities.
- A sense of humor and positive attitude are essential.

**TOOLS AND EQUIPMENT USED**

Ability to use machines: fax machine, copy machine, multiple line telephone touting, computer and software, printers, specialized knowledge in Springbrook Software or to learn, 10 Key Calculator, and paper cutter.

**WORKING CONDITIONS**

Office work, mostly sitting while continuously getting up to answer the counter. The physical demands described herein are comparable to those that must be met by a person to successfully perform the essential duties of this job. Reasonable accommodation may be made to assist individuals with disabilities in performing their essential duties.

While performing the duties of this job, the person is frequently required to sit, talk, and listen. The employee is often required to stand, walk, and use hands and fingers to handle or feel objects, tools, or controls and reach with hands and arms.

**MINIMUM QUALIFICATIONS**

- High school diploma/GED and work experience, bookkeeping.
- Operate 10-key adding machine by touch.
- One year experience as billing clerk/customer service representative or related experience.
- Demonstrated written and verbal communication skills.
- Advanced office management and organizational skills.
- Proficient in Excel and Microsoft Word.
- Strong interpersonal skills and ability to develop and maintain working relationships with coworkers, elected officials, other agencies, and the public.
- Must be able to manage multiple tasks under deadlines.
- Excellent word processing skills and knowledge of grammar, spelling, and punctuation.
- Ability to operate standard office machines, including computer, copier, fax, and ability to answer a multi-line telephone.
- Ability to work with a high level of accuracy and attention to detail.
- Ability to understand BARS, (Budget Accounting Reporting System), and a General Filing System.
- Possess a valid Washington State Driver's License.
- Ability to lift 30 pounds.