

CITY OF TALLADEGA

JOB DESCRIPTION

Job Title: Administrative Clerk

Department: Water and Sewer

FLSA:

Grade:

Safety Sensitive Job: No

Security Sensitive Job: Yes

Job Description Prepared: June 2017

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Office Manager

Subordinate Staff: None

Other Internal Contacts: Public Works; Street; City Hall; Finance

External Contacts: General Public; Alabama Department of Environmental Management (ADEM); Alabama Department of Public Health (DPH); Alabama Department of Human Resources (DHR); Businesses; Developers; Financial Institutions; Realtors; Contractors; Vendors

Job Summary

Under supervision of the Office Manager, this employee performs a variety of computer, financial and record keeping duties. Work is performed in accordance with established procedures, but with varying degrees of independent judgment in carrying out assignments, often involving considerable public contact. This is full performance general office clerical work of computer and financial nature for the Water and Sewer business office. This job is identified as a security-sensitive job and is subject to a pre-employment background check.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Customer Service Clerk Operations. Performs duties related to timely and accurate receipt of payments to Department accounts.

1. Receives payments through various means of payment – direct, night deposit, telephone, mail, and debit or credit card.
2. Generates and issues receipts for collected payments.
3. Researches account and billing information for customers.
4. Reconciles cash drawer at the end of the day.
5. Maintains a daily ledger of transactions.
6. Prepares bank deposits.
7. Validates rate codes for customers.
8. Monitors accounts for excess water usage.
9. Updates accounts with revised information.
10. Generates month-end reports summarizing daily deposits.
11. Receives paperwork to establish a new account.
12. Generates work orders for new accounts to establish garbage service with collection contractor and turn water on with Customer Service Worker.
13. Completes account closeout; calculates final bill from final meter reading.
14. Validates entries in the cutoff report.
15. Evaluates mitigating circumstances on late payments.
16. Generates reminder notices for bills due.

ESSENTIAL FUNCTION: General Office Operations. Performs duties to facilitate efficient operations of business office.

1. Answers phone; provides appropriate information, and/or directs to the appropriate individual.
2. Receives customers and directs them to the appropriate person or office.
3. Maintains business office records; receives, copies and distributes documentation, specifically: correspondence, memoranda, logs, reports and related materials.
4. Performs other job related duties as assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of City rules, regulations, policies and procedures.

2. *Knowledge of City geography.
3. Knowledge of modern administrative office practices, procedures, and equipment including bookkeeping, receptionist and telephone techniques and etiquette.
4. Knowledge or records management and state laws regarding maintenance and archiving of files and records.
5. Knowledge and proficiency with word processing, spreadsheets, database applications, e-mail, and internet.
6. Knowledge of general principles of bookkeeping.
7. Knowledge of Department billing system.
8. Knowledge of safety rules including accident causation and prevention.
9. Communication skills to effectively communicate internally and externally, both orally and in writing.
10. Reading skills to understand and interpret codes, laws, regulations, ordinances, policies, procedure and other complex documents.
11. Verbal skills to communicate effectively with elected officials, supervisor, co-workers, subordinates, general public and City personnel.
12. Writing and grammar skills to clearly and concisely compose correspondence, prepare documents, reports, forms, records, etc.
13. Math skills to perform basic calculations (add, subtract, multiply, divide) and balance accounts as needed.
14. Computer skills to create spreadsheets and other documents.
15. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
16. Skill in planning and coordinating activities and establishing priorities.
17. Ability to prioritize work projects and organize files.
18. Ability to pay attention to detail when dealing with customer accounts.
19. Ability to work with little or no supervision.
20. Ability to work independently and exercise judgment to make prudent decisions.
21. Ability to work in a fast-paced, stressful environment requiring organization and multi-tasking skills.
22. Ability to keep confidential information, accurate records, and prepare accurate reports.
23. Ability to deal with all contacts in a courteous and patient manner.
24. Ability to use computers and office productivity software.
25. Ability to operate standard office equipment such as computers, copier, fax, typewriter, adding machine, etc.
26. Ability to use multi-line telephones and two-way communication devices.
27. Ability to handle and account for monies.
28. Ability to handle irate customers.
29. Ability to drive.

Minimum Qualifications

1. Possess a high school diploma or GED; college coursework in business or bookkeeping is preferred.
2. Two (2) years of administrative work experience in an office environment dealing with the public and working with accounts and bookkeeping; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
3. Possess a valid and current driver's license and be insurable.
4. Ability to pass a background check.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.

Acknowledgment

I acknowledge that I have received a copy of my job description.

I am aware that any questions about my job performance expectations should be referred to my supervisor or department director.

Printed name

Signature

Date