

**City of Marion
Utility Billing Department
Job Description**

Job Title: Account Clerk I-Billing
Department: Utility Billing
Reports To: Utility Billing Supervisor
FLSA Status: Non-Exempt USW Grade 16
Prepared By: H. R.

SUMMARY: Responsible to the Utility Billing Supervisor for accurate, timely billing of sewer, sanitation and recycling customers. Involves routine repetitive clerical duties. Receives detailed instructions on new or difficult assignments and work may be reviewed in process or upon completion for accuracy. Will be cross trained in other functions within the operation of Utility Billing and will be expected to fill in for those positions when necessary; will work with other clerks on some projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following and other duties as assigned.

- Generate bills for all billing cycles:
 - download and process water company files
 - run meter reading program
 - run preliminary bill register
 - check accounts for billing issues
 - print bills; prepare for bursting
 - run burster; prepare bills for mailing
 - pull bills needing correction
 - separate local and out-of-town mail
 - prepare postage form and update postage ledger
 - issue duplicate bills for property owners
- Produce copies of billing register for WWTP and files.
- Add penalties to past due accounts; initiate final notices for past due accounts; send past due sanitation accounts to collections agent; place past due sewer accounts as a lien on property taxes.
- Complete forms for account changes, debits and credits.
- Refer some payments/accounts needing investigation to team leader or supervisor.
- Periodically works with all staff preparing information for customers on discounts and tax assessment notifications.
- Assists customers in person and via telephone; conveys messages; runs errands; enters data into computer program to prepare correspondence, bills, statements, receipts, checks or other documents; copies data from one record to another; assists with operation of switchboard; proofreads records or forms; sorts and files records; stuffs and addresses envelopes or packages.
- Receives payments, makes change, photocopies documents, prepares and gives receipts.
- Fills in for and/or assists other clerks as required; performs other tasks as may be assigned; may be required to drive to and from banks and post office; follows all work and safety rules and regulations.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required; related experience and/or training in accounting, bookkeeping, auditing and use of office equipment preferred. Any combination of education, experience and/or training which provides the necessary knowledge, skill and ability may be considered; Tests to determine these qualifications may be administered.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; speak effectively with supervisors, customers and other employees.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; draw and interpret bar graphs; count money, make change, read and record figures accurately.

Reasoning Ability: Ability to carry out oral and written instructions; collect data, establish facts, recognize problems and recommend actions.

Computer Skills: To perform this job successfully, an individual should have knowledge of and skill in the use of the Internet; and Accounting, Spreadsheet and Word software.

Certificates, Licenses, Registrations: Certification of training in accounting, bookkeeping, auditing and use of office equipment preferred. Valid Ohio Driver's License desirable.

Other Skills and Abilities: Some knowledge of bookkeeping, accounting and office practices and procedures. Above average skill in: typing (30 WPM) and data entry, word processing, personal computer, calculator, copier, printer, burster, postage and Fax machine. Familiarity with City codes and regulations as pertains to sewer and sanitation rates can be learned on-the-job. Ability to: work alone or with others; deal effectively with irate customers; handle inquiries with little or no assistance and maintain good working relationships with peers and others.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is: regularly required to stand, walk, sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear; occasionally required to climb or balance and stoop, kneel, crouch, or crawl; lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is occasionally exposed to moving mechanical parts. The noise level is usually quiet to moderate.