

## **WATER CLERK**

### **JOB SUMMARY:**

Accepts payments, maintains all water billing records, assists customers via the telephone, in person and in writing using tact and diplomacy. This is a non-supervisory position.

### **ESSENTIAL JOB FUNCTIONS:**

- Opens new and closes utility billing accounts for customers.
- Provides accurate and timely billing posting, and account maintenance on water department computerized accounts receivable system.
- Provides accurate and efficient cash and check receipts for utility bills.
- Maintains accounts receivable system requiring basic computer knowledge, general and specialized clerical work.
- Prepares and maintains work orders, answer phone calls, and radio contact with the water department.
- Performs clerical functions requiring discretion and specialized knowledge.
- Collects and records with written receipt monies received from various department activities.
- Maintains well readings and back-flow prevention records.
- Compiles and maintains statistical records.
- Prepares weekly, monthly, and annual departmental reports.
- Screens telephone calls and writes messages.
- Uses tact, diplomacy and a helpful attitude in all contacts with the public and other departments.
- Arranges indexes and maintains filing system.

### **OTHER JOB FUNCTIONS:**

- Schedules reservations for City facilities and collects applications and fees.
- Assists with issuing applications for variance request, specific use permit and zoning request.
- Assists with permit inspections and re-inspections.
- Assists with preparing and issuing building, plumbing, mechanical and electrical permits.

- Assists with processing and issuing certificates of obligations.
- Assists Court Clerk as necessary.
- Performs related duties and fulfills responsibilities as required.

**QUALIFICATIONS:**

- Graduation from high school or four years of equivalency.
- Two or more years of customer service experience.
- Cash handling experience preferred.
- Proficiency in reading, writing and speaking Spanish required.

**PHYSICAL REQUIREMENTS:**

- Walking, standing, lifting and occasional carrying.

**WORK LOCATION AND HOURS:**

- City Hall, Monday – Friday, 8:00 A.M. – 5:00 P.M., and varied hours.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Required knowledge necessary to understand basic operational, technical or office processes.
- Ability to operate or learn to operate office equipment effectively and safely.
- Ability to understand and follow oral and written instructions.
- Independent judgment and decision-making abilities.
- Ability to work effectively and cooperatively with other employees and the general public.