

# Village of Williamsburg

An Equal Opportunity Employer

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**Position Title: Utilities Clerk**

**Department: Administration**

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**Employment Status: Full-time**

**FLSA Status:** \_\_\_\_\_

**Reports to: Administrator**

**Approved by:** \_\_\_\_\_

**Prepared by: Susan Ellerhorst**

**Approved Date:** \_\_\_\_\_

**Prepared Date: July 1, 2018**

**GENERAL NATURE OF WORK:** This is skilled administrative and clerical work. An employee in this class is responsible to handle confidential information and all aspects of utility billing and associated accounting and also performs receptionist duties for the administration office. Duties are performed under the direction of the Administrator.

**EQUIPMENT & JOB LOCATION:** This position requires general knowledge of office equipment, including: personal computer, telephone, fax machine, and copy machine. The primary work site is the Administration Building.

**ESSENTIAL FUNCTIONS – EXAMPLES OF DUTIES:**

*Any one position may not include all of the duties listed nor do the listed examples include all duties which may be found in all positions in this class.*

- Responsible for performing clerical, receptionist, and secretarial duties for the administrative office.
- Operates computer hardware and software for utility billing and related accounting.
- Responsible for billing and collection of water, sewer, and garbage fees.
- Provides high level of customer service for utility account customers.
- Serves as utility account customer representative (phone, email, and walk-in).
- Performs daily receipting of utility billing receipts.
- Responsible for creating and maintenance of all utility billing accounts.
- Receives and processes meter reading data for utility billing of customer accounts.
- Performs assessment, adjustment, and termination of all accounts.
- Assess all questions and provides necessary forms and information (walk-in and telephone) pertaining to planning and zoning and forwards zoning applications to Administrator.
- Receipting and accounting of all fees related to planning and zoning applications.
- Daily processing of all incoming mail.
- Creation of monthly calendar for out of office dates for Administrative Office staff.
- Assists in the preparation of legal notices including certified mailings for planning and zoning matters.
- Assists in the maintenance of the Service Request and Complaint program.
- Calls Council and Committee members to remind them of meetings.
- Posts appropriate notices for boil advisories, as needed.
- Writes work orders for miscellaneous Public Works tasks; coordinates efforts with Public Works staff related to re-reads and possible service leaks.
- Responsible for reservations of Village Park shelter and Community Center meeting space.
- Posts all special Village meetings, as needed, in accordance with State Law.

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### **ADDITIONAL EXAMPLES OF WORK PERFORMED:**

- Responds to complaints and requests from citizens.
- Performs other duties as assigned.
- General support of all office staff as needed and necessary.

### **DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
  - Ability to write routine reports and correspondence.
  - Ability to speak effectively before customers and employees of organization.
  - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
  - Ability to apply concepts of basic algebra and geometry.
  - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
  - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
  - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
  - Ability to apply concepts of basic algebra and geometry.
  - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
  - Ability to deal with problems involving several concrete variables in standardized situations.
  - Ability to use basic computer applications and specialized utility billing software.
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- Ability to establish and maintain effective working relationships with village officials, fellow employees, other village employees, and the general public.
  - Ability to understand and follow oral and/or written instructions.
  - Ability to handle confidential information.
  - Ability to operate office equipment listed above.
  - Ability to work under the direction of the Administrator.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demand and 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.

### **DESIRABLE TRAINING AND EXPERIENCE:**

Graduation from a standard high school or the equivalent and two years related experience and/or training; or any combination of education and experience which provides the necessary knowledge, skills, and abilities.

### **NECESSARY SPECIAL REQUIREMENTS:**

- Possession of, or ability to obtain promptly, a valid Ohio Driver's License.
- Ability to work other than normal working hours as necessary.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

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(Approval of Appointing Authority)

(Date)

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(Employee Signature)

(Date)