



## **JOB DESCRIPTION**

**TITLE:**                    **Utility Clerk**

DEPARTMENT:        Public Works – Water and Sewer Utility  
REPORTS TO:        City Administrator/Director of Public Works

## **WORK SCHEDULE**

- 40 hours per week.
- Occasional overtime as required to meet deadlines.

## **DUTIES AND RESPONSIBILITIES**

The Utility Clerk operates and manages the business office and financial operations of the Utility. The job requires specialized skills in accounting, customer service and management as well as knowledge of the operation of the water and sewer utility.

The Utility Clerk is responsible for the management and operation of the utility office including:

- Being versed in and operating by rules of the Wisconsin Public Service Commission and city, state and federal laws.
- Works with City Administrator and Director of Public Works (DPW) to establish the objectives and policies of the utility office.
- Makes recommendations to the DPW and Committees/Council on utility finance and office management.
- Record and maintain investment accounts, make timely loan payments, tax equivalency payments and all other accounts receivable and payables.
- Administer grant monies which includes reconciliation of statements, payment of bills, reports and audits.
- Reconcile receivable accounts monthly; record payment transactions; maintain files on paid, unpaid and delinquent accounts.
- Reconcile bank statements. Maintain adequate cash flow.
- Prepare vouchers for approval and payment.
- Manages office staff including hiring and authorizing overtime.
- Record and maintain time for payroll, vacations, sick leave, health insurance and retirement; prepare payroll analysis.
- Prepare and supervise data for all audits.
- Manage utility billings and collections, meter orders, work orders, transfers and related services.
- Work with DPW and City consultant of rate increases.

- Supervise disconnect notices, disconnections and deferred payments; Do follow-up if necessary.
- Works with DPW and staff to prepared client communication and regulatory reporting.
- Manage cross connection and meter changes, and Diggers Hotline locates.
- Perform other duties as requested or as needed.

### **QUALIFICATIONS AND REQUIREMENTS**

- Degree or certificate in accounting or related field or significant accounting experience.
- Work experience with a utility or government agency.
- Proficiency with basic computer programs such as Microsoft Office Word, Excel and Outlook and basic office equipment such as copy machine.
- Experience with billing/accounting software such as Caselle by Civic.

### **CONFIDENTIAL DATA:**

Must be able to maintain confidentiality with documents such as customer disconnection notices, deferred payment agreements and related files.

### **WORKING CONDITIONS**

The physical demands 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 essential functions.

- Predominately sits but also walks and stands.
- Is regularly in contact with general public/customers and therefore must converse with the customers (hear and speak).
- Frequently uses the computer with keyboard and mouse frequently.
- Reaches; grasps; stoops, kneels, crouches or climbs stairs.
- Employee must be able to lift up to ten pounds.
- Ability to see near and far, and adjust focus.