

SANDUSKY COUNTY

An Equal Opportunity Employer

POSITION DESCRIPTION

Agency:	Board of Commissioners	Unit:	Fiscal Support
Name:		Position Title:	
Class Title:	Utilities Billing Clerk	Class Number:	15181

Dept./Div.:	Sanitary Engineering	Civil Service Status:	Classified
Reports To:	Office Manager	Employment Status:	Part-time
Pay:	Resolution	FLSA Status:	Non-exempt

QUALIFICATIONS: An example of acceptable qualifications:

Completion of secondary education with extensive knowledge of Microsoft Office. Preferred training in accounting, business, computer and/or secretarial work along with related work experience in bookkeeping and utility billing.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio vehicle operator's license with an acceptable driving record.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all-inclusive.

Computer, office equipment (copier, fax, phones, etc.), radio equipment, typewriter, and vehicles.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS: For purposes of ORC 4167.

Occasional - Abusive and/or irate customers; Attends functions or performs duties outside normal working hours; and Exposure to severe weather.

Probable - Travels to work site.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The Essential Functions of the position identified on subsequent pages are for purposes of 42 USC 12101. My signature below signifies that I have reviewed and understand the contents of my position description and I can perform all the essential functions of this position description.

(Approval of Appointing Authority)

(Date)

(Employee Signature)

(Date)

(Employee Printed Name)

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Class Title:	Utilities Billing Clerk	Class Number:	15181
Supervisor's Title:	Office Manager	Number:	11341

Supervises: N/A

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES: In order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: (* indicates developed after employment)

40% (1) Ensures billing, collection and accounting practices are completed as required; Performs utility billing (i.e. enters meter readings, computes usage, print bills, collects charges, etc.); Assesses delinquent utility accounts to property tax; Maintains utility billing records (i.e. meter readings, billings, receipts, accounts, etc.); Prepares and delivers utility bills for delivery; Schedules meter reads and orders service disconnections for delinquent accounts or upon owner request; Represents the office in court for delinquent accounts; and Maintains security of data for backup and storage procedures.

(1) **Knowledge of:** (a); (k)*; (n); (r).
Skill in: (b); (c); (f); (h); (j); (k); (l).
Ability to: (a); (c); (d); (f); (j); (k); (m); (n); (r); (s); (t).

30% (2) Performs routine clerical tasks (i.e. types, answers telephone, opens and sorts mail, makes copies, files, etc.); Greets and screens persons via both phone calls and entry into the office; Composes routine correspondence and forms for signature; Issues permits and determines applicable fees and charges; and Annual data compilation of office statistics.

(2) **Knowledge of:** (h)*; (k)*; (p).
Skill in: (b); (h); (j); (l).
Ability to: (a); (b); (c); (h); (j); (n); (r); (s).

20% (3) Formulates, reviews and interprets handbooks, plans, Rules and Regulations, goals and objectives, etc.; Maintains files (billing, invoices, receipts, reports, permits, improvements, etc.) as applicable; Balances cash drawer with receipts as applicable; Assists in the safety programs in the Safety Manual along with training; and Ensures safety standards, programs, procedures and policies are followed.

(3) **Knowledge of:** (h)*; (k)*; (n); (o).
Skill in: (h); (j); (k).
Ability to: (c); (d); (f); (j); (k); (m); (n); (q); (r); (s).

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OTHER DUTIES AND RESPONSIBILITIES: (* indicates developed after employment)

10% (4) Answers questions and provides general information to the public; Investigates customer inquiries and attempts to resolve complaints; Prepares correspondence and maintains records for filing; Maintains record of work completed; Data entry and prepares reports; Purchases parts, equipment, supplies, and materials; Provides field inspection and/or representation for the office; Attends meetings and seminars as necessary; Assists in completion of special projects or assignments; Prepares and plans for emergency conditions; Notifies supervisor of emergency situations; and Performs other duties as assigned.

(4) **Knowledge of:** (d); (h)*; (k)*; (m)*; (o).
Skill in: (b); (c); (f); (j).
Ability to: (a); (b); (c); (d); (e); (f); (h); (j); (k); (l); (n); (p); (q); (r); (s); (t).

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MINIMUM ACCEPTABLE CHARACTERISTICS: (* indicates developed after employment)

Knowledge of: (a) Accounting procedures and budgetary process; (b) Certification/license requirements; (c) Civil engineering; (d) Construction procedures and inspection techniques; (e) Drafting techniques; (f) Government grant programs; (g) Land use planning; (h) Office rules and regulations*; (i) Operation and maintenance of water and wastewater systems; (j) Operation of laboratory equipment along with lab procedures; (k) Organizational policies and procedures*; (l) Payroll policies and procedures*; (m) Personnel policies and procedures*; (n) Records preparation and management; (o) Safety standards, practices and procedures; (p) Statistics; (q) Supervision and management principles; (r) Utility billing procedures; (s) Visits construction site and ensures compliance with construction plans and specifications; (t) Wastewater collection principles and practices; (u) Wastewater EPA treatment regulations; (v) Water distribution systems principles and practices; (w) Water EPA treatment regulations; (x) Water Supply and Sewer Districts (ORC 6103, 6117 & 6119).

Skill in: (a) Chemistry; (b) Computer operation; (c) Data entry; (d) Drafting; (e) Engineering practices; (f) Motor vehicle operation; (g) Operation of motorized equipment; (h) Operation of office equipment; (i) Operation and utilization of laboratory equipment and instruments; (j) Public Relations; (k) Radio Operation; (l) Typing; (m) Utilize hand tools.

Ability to: (a) Accurately record data and prepare routine correspondence; (b) Answer routine telephone inquiries; (c) Arrange items numerically or alphabetically; (d) Apply principles to solve practical, everyday situations; (e) Attend work regularly and predictably; (f) Define problems, collect data, establish facts and draw valid conclusions; (g) Demonstrate manual dexterity and ability to lift up to sixty (60) pounds; (h) Develop and maintain effective working relationships; (i) Diagnose malfunctions and determine proper method of repair; (j) Exercise sound judgment and communicate effectively through speech and writing; (k) Interpret and follow a variety of instruction in written, oral, picture and schedule form; (l) Interpret extensive variety of technical material in books, journals and manuals; (m) Maintain information of confidential nature; (n) Maintain accurate documentation and records according to established procedures; (o) Plan and coordinate work of others; (p) Prepare and deliver speeches and presentations; (q) Prepare maps, charts, graphs, plans, reports, instructions and procedures; (r) Recognize unusual or threatening conditions and take appropriate actions; (s) Resolve complaints; (t) Travel to work sites; (u) Use higher mathematics.