

# McCordsville

ESTD  1988

## INDIANA

### Job Description

Title: Utility Clerk II

Department: Utility Department

Supervisor: Town Manager

Status: Full-time, non-exempt

**Purpose of Position:** The Utility Department is responsible for overseeing and maintaining all customer records in compliance with regulations set forth by the Indiana State Board of Accounts.

Within this financial environment of local government this Utility Clerk II position performs routine and complex clerical, administrative and data processing work in the billing and collections of utility accounts and ensures accurate billing and accounts receivable. This position is responsible for maintaining the records of the Utility customers which include billing ledgers, payment posting of all sewer, stormwater, and trash billing.

Working in a team environment, a strong emphasis is placed on cross-training and advancing the necessary skills and knowledge of the position.

### Duties and Responsibilities:

- Greets all utility customers and answers incoming phone calls professionally
- Posts all customer utility payments through walk-ins, mail, telephone, internet, credit cards and ACH payments daily
- Responsible for balancing receipts daily
- Understands and able to perform all functions, but not limited to, customer billing, final bill refunds, preparation of liens and lien releases, collection of delinquent accounts
- Correctly process starts and stops of accounts
- Process all non-sufficient funds payments and sends timely correspondence to customer
- Ability to easily learn and understand specialized utility software
- Assists with EDU calculations, commercial account updates, data collection
- Sends legal notices for monthly water shut off per policy and procedures
- Conducts general utility office filing

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- Fast and accurate data entry skills and the ability to meet deadlines
- Proven accurate data entry and 10-key skills
- Interacts with the Town Manager, Public Works Department and Clerk-Treasurer's Office to provide accurate information in a timely manner
- Assists the State Board of Accounts auditors in audit of accounting records and financial statements if needed.

### **Key Performance Measures:**

- Greet people in a professional manner and provides a positive customer service to all
- Follows local ordinances and adhere to state and federal statutes
- Ensures compliance with all departmental policies and procedures.
- Ensures all correspondence follows Town guidelines, is accurate and free from errors
- Ensure proper deposit of money
- Excellent organizational skills as well as the ability to think analytically
- Ensure homeowner and business accounts are set-up and finalized accurately and timely
- Ensure all reports are compiled accurately and timely
- Prepares all billings in an accurate and timely manner
- Communicate clearly and concisely, both orally and in writing required
- Ensure accurate filing of documents
- Ability to maintain a high level of concentration with continual interruptions
- Ability to be flexible and change job priorities at a moment's notice
- Maintaining confidentiality regarding sensitive and personal information required

### **Job Environment:**

Work is performed under typical office conditions with computer and other telecommunications related equipment, fax, postage machine, copier and other office equipment

### **Recommended Minimum Qualifications:**

High School Diploma or equivalent; 3-5 years in related work experience required. College courses in and working knowledge of accounting, utility billing, and computers is preferred. Work in municipal utility highly desirable.

### **Knowledge, Ability, and Skill:**

Computer skills, including the use of Outlook, Word and Excel; good writing and telecommunications skills and organizational skills. Ability to work through problems, find and correct errors. Ability to work independently and with others.

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**Physical Requirements:**

Minimal physical effort requires to perform work under typical office conditions. The position requires the ability to operate a keyboard for extended periods of time. Position requires the ability to view computer screens for an extended period. The position also requires the ability to remain calm and rational with the public who, at times, may be issuing a complaint.

**Hours:** 40 hours per week. Additional hours may be required at times due to business needs

**Starting pay** is \$18.00 per hour plus benefits

**Town of McCordsville is an Equal Opportunity Employer**

Please submit cover letter and resume by 4:00pm on February 17, 2023, to Stephanie Crider at [scrider@mccordsville.org](mailto:scrider@mccordsville.org) *no phone call please*