

# CITY OF ORTING

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## JOB DESCRIPTION

Job Title: Accounting Clerk I – Utility Billing      Department: Finance

Reports to: City Treasurer

### **SUMMARY DESCRIPTION**

The Accounting Clerk I–Utility Billing (UB) is a full-time Fair Labor Standard Act non-exempt, non Civil Service accounting position. A typical work week is Monday through Friday, 8am to 5pm with periodic attendance at weekend and evening meetings or events. The incumbent in this position is subject to a six (6) month probationary period. This position is represented by the American Federation of State County and Municipal Employees (AFSCME) Local 120.

The Accounting Clerk I-UB performs a variety of accounting duties to include utility billing, maintain customer utility accounts, prepare utility shutoff notices and manage utility collections. This position must work well independently and with teams, while providing customer service and human relations skills which support the City of Orting’s mission and values. The Accounting Clerk I-UB will have contact with City employees on a daily basis as well as some contact with the Mayor and the City Council members. Routine contacts may include local business people, school personnel, vendors, funeral directors, and some state and county officials.

### **REPRESENTATIVE DUTIES**

Duties may include, but are not limited to the following:

1. Process monthly utility billing; an itemized account for water, sewer, storm water, backflow inspections and related utility services
2. Process interim utility billing for new and closed accounts
3. Process monthly refunds on closed utility accounts
4. Process delinquent notices for utility accounts
5. Process utility shut-off list and the tracking of payments
6. Process NSF and/or rejected utility payments; adjustment to account, penalty, customer notification, payment monitoring and disconnect of services if needed
7. Provide customer assistance for electronic payment issues
8. Contact and coordinate utility billing issues with the accounting software company, electronic payment vendor and out-sourced billing provider
9. Coordinate with the Public Work Supervisor for monthly, and as needed, water meter readings
10. Coordinate with Public Work Supervisor for new water meter installations
11. Maintain utility accounts for opening, closing and adjustments
12. Manage utility accounts for collections, foreclosures and bankruptcy
13. Respond to public inquiries and requests for information.

14. Review accounts for accuracy and completeness; investigates and resolves problems.
15. Investigate complaints; coordinate resolution and information for course of action
16. Maintain a computer record of all utility transactions and process reports as needed
17. Research competitive pricing and ordering of office supplies
18. Perform routine office tasks as needed
19. Performs computer data entry, word processing and produces excel spreadsheets as needed
20. Develop and maintain electronic file storage related to utility services
21. Schedule appointments, process passports and maintain annual certification
22. Receive customer utility payments
23. Receive and process receipts for non-utility payments
24. Coordinate with Accounting Clerk I/Accounts Receivable to provide coverage for the front office
25. Make daily bank deposit and deliver/pickup mail at the post office
26. Maintain postage machine; add postage, adjust rates and maintain

### **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties:

#### **Knowledge of:**

- Basic knowledge of accounting procedures

#### **Ability to:**

- Ability to communicate with the public courteously and professionally
- Ability to follow directions carefully and to work independently
- Ability to provide excellent written and oral communication skills.
- Ability to work on multiple projects simultaneously in a fast-paced and challenging environment.
- Ability to follow projects to completion and meet deadlines.
- Ability to communicate in person or via telephone to interact with others.
- Ability to produce handwritten documents
- Ability to use and produce and edit documents with Microsoft Word
- Ability to create and utilize basic formulas in Microsoft Excel

#### **Education and Experience Guidelines**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:** A high school or equivalent diploma and the ability to read write and comprehend at a level necessary for successful job performance. Supplemental college level course work in planning, public administration or a related field is desirable. Basic Knowledge of Budgeting, Accounting and Reporting System (BARS).

**Experience:** Minimum 2 years' experience in utility billing. One (1) year of work experience involving a high level of public contact including some experience with the public in a customer

service capacity. Operation of computers and other office equipment is an essential job function. Basic skills with Microsoft Word, Excel, and PowerPoint.

**License or Certificate:** Must possess and maintain a valid Washington State driver's license with driving record free from serious or frequent violations. Two (2) year degree in Accounting or related field preferred.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

**Environment:** Work is performed in an office setting. Close and constant work with computers exposes the individual to normal emissions from the computer monitor and repetitive motion tasks. The work area can be noisy at times.

**Physical:** Sufficient physical ability to work in an office setting and operate office equipment; walk, stand or sit for prolonged periods of time; light lifting and carrying up to 25 pounds; bending, stooping, kneeling; operating office equipment.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

### **REASONABLE ACCOMODATIONS**

Reasonable accommodations may be made in accordance with the Americans with Disabilities Act and the Fair Employment and Housing Act.

*This job description does not constitute an employment agreement between the Employer and Employee and is subject to change as the needs of the Employer and requirements of the job change. This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee.*

*The City of Orting provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, sexual orientation, marital status, national origin, age, gender, disability, genetics, or status as a protected veteran.*