



Title: Utility Clerk I

FLSA Status: Non-Exempt

SAFETY STATUS: Non Safety Sensitive Position

BRIEF DESCRIPTION:

The purpose of this job is to assist in providing excellent customer service to Utility customers by greeting and directing walk-in customers to appropriate departments; receiving payments, balancing cash drawer daily; screening department phone calls, receiving walk-ins or phone calls regarding complaints or concerns; scheduling of venue rentals; creating work orders, assisting with regular billing, late notices, disconnects, reconnects, occupant changes and new services; copying, scanning, faxing, filing laminating documents; and composing emails and/or spreadsheets.

REPORTS TO:

This position reports to the Utility Billing Supervisor

SUPERVISES: None

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Provides customer service by answering phone calls; greeting and directing walk-in customers; collect and process payments for utility bills, permits, and venue rentals; create work orders for service connects, disconnects, and meter problems; communicate with citizens and other City employees regarding service, complaints, and other concerns; copying, faxing, scanning, emailing and laminating documents; and balancing cash drawer daily. Perform related tasks as required.	75%
2	L	Process work orders by completing and entering information into iWorQ system. Make courtesy phone calls to customers regarding their account.	25%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Basic customer service and office etiquette. Cash handling skills a bonus.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Direction: Within this job, the employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. The employee has some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic knowledge in Office 365 is a must, proficiency is a bonus.
Fiscal Responsibility	Has no budgetary/fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauri, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to compose emails, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Texas Driver's License



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	communicating with co-workers, observing work duties
Sitting	F	desk work, meetings
Walking	F	to other departments/offices/office equipment, around work site
Lifting	O	files, supplies, equipment
Carrying	O	files, supplies, equipment
Pushing/Pulling	O	file drawers, tables and chairs
Reaching	R	for files; for supplies
Handling	C	paperwork, monies
Fine Dexterity	C	computer keyboard, calculator, telephone pad
Kneeling	O	retrieving items from lower shelves/ground, filing in lower drawers
Crouching	O	retrieving items from lower shelves/ground
Crawling	N	
Bending	O	filing in lower drawers
Twisting	O	from computer to telephone
Climbing	N	
Balancing	N	
Vision	C	reading, computer screen, observing work site
Hearing	O	communicating with co-workers and public and on telephone
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, copier, fax, hand held radio, calculator, cash register, laminate machine, postage machine, printer, credit card machine

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	N
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.