



Title: Utility Clerk II

FLSA Status: Non-Exempt

SAFETY STATUS: Non Safety Sensitive Position

BRIEF DESCRIPTION:

The purpose of this job is to assist in providing customer service to Utility customers. This is accomplished by receiving payments; assisting customers with cut-ins and cut-outs; receiving and screening department phone calls; greeting and directing walk-in customers to appropriate departments; typing work orders; typing and mailing final notices; copying, faxing and laminating documents; collecting payments from customers; filing service orders; making reservations for City entities; closing and balancing cash drawer daily and completing end of the day reports, processing cemetery lot requests.

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; handling cash, money orders, checks or vouchers for payment of utility bills, permits, and rentals of city parks or community center; entering deposits for Library, Golf Course, Recreation Center, and Police Department; typing work orders and final notices; copying, faxing and laminating documents; and balancing cash drawer.	55%
2	L	May act as supervisor by performing the duties in their absence.	20%
3	L	Processes work orders by completing and entering information into computer systems and dispatching for service.	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	Over five years up to and including seven years.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed and includes overseeing work quality, training, instructing and scheduling work.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives General Direction: Within this job, the employee normally performs the job by following established standard operating procedures and/or policies. 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: Work requires the use of standard technical skills appropriate to the work environment of the organization.
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 write reports, 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 <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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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	R
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
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	R
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.