

## TOWN OF EXETER

JOB TITLE: Water and Sewer Utility Clerk

6/30/14

DEPARTMENT: Public Works

POSITION NUMBER: 811

EMPLOYMENT STATUS: Part-Time, Non-Union

EXEMPT STATUS: Non-Exempt

LABOR GRADE: 3

**JOB SUMMARY:** This position is responsible for preparing and maintaining water and sewer bills and related records.

**SUPERVISION RECEIVED:** This position receives direct supervision from the water and sewer managing engineer and is evaluated by the water and sewer managing engineer based upon the achievement of the essential duties of the position.

**SUPERVISION EXERCISED:** Provides and assigns work and gives instruction to the meter reader.

**ESSENTIAL DUTIES:** (The listed examples may not include all duties of the position)

1. Maintains customer accounts in billing software.
2. Ages accounts and assesses water and billing charges on a periodic basis.
3. Prepares quarterly bills on a monthly basis for different customer districts.
4. Inputs data to the asset management software along with the meter reading and billing software to accurately track meters throughout the water system.
5. Prepares charges and mails appropriate water and sewer bills.
6. Schedules final meter reads with the water and sewer crew and uploads meter information into the meter software.
7. Schedules shutoff of delinquent water and sewer accounts.
8. Responds to customer inquiries, questions and complaints.

9. Performs other related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:**

1. Knowledge of town policies and procedures.
2. Knowledge of business and accounting practices.
3. Skill in public and interpersonal relations.
4. Skill in the use of office equipment, such as a computer, copier/scanner, fax machine, postal machine, calculator and relevant software.
5. Skill in oral and written communication.
6. Ability to maintain accurate records and files.
7. Ability to communicate effectively, both verbally and in writing.
8. Ability to maintain confidentiality.
9. Ability to demonstrate good teamwork, leadership, interpersonal and customer-service skills and attitude.
10. Ability to establish and maintain effective working relationships with employees, town officials, customers and the general public.

**SUPERVISORY CONTROLS:** For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed and specific instructions. The employee works as instructed and consults with a supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work that may include checking progress or reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures.

**GUIDELINES:** Specific, detailed guidelines covering all the important aspects of the assignment are provided to the employee. The employee works in strict adherence to the guidelines; deviations must be authorized by the supervisor.

**COMPLEXITY:** The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

**SCOPE AND EFFECT:** The work involves the execution of specific rules, regulations or procedures, and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

**PERSONAL CONTACTS:** The personal contacts are with employees within the immediate organization, office, project or work unit and in related or support units. The contacts are with members of the general public in very highly structured situations, i.e., the purpose of the contact and the question of who to deal with are relatively clear.

**PURPOSE OF CONTACTS:** The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

**PHYSICAL DEMANDS:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile; etc. No special physical demands are required to perform the work.

**WORK ENVIRONMENT:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated and ventilated.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

**MINIMUM QUALIFICATIONS:**

1. Knowledge and level of competency commonly associated with a high school diploma or equivalent.
2. Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require one to three years of experience, or any equivalent combination of education or experience which demonstrates possession of the required knowledge, skills and abilities.