

UTILITY BILLING CLERK / MUNICIPAL COURT CLERK

City of Burlington

City Clerk Department

POSITION SUMMARY

Under the supervision of the City Clerk, the Utility Billing Clerk/Municipal Court Clerk, who performs clerical duties, is a non-exempt position under FLSA. This position provides citizen assistance, receives utility payments, and performs data entry duties. Processing utility orders and citizen inquiries is required. The Utility Billing Clerk/Municipal Court Clerk also performs duties of a Municipal Court Clerk, which include filing court citations, sending notices to appear, and preparing the court docket. This employee should possess excellent organizational, public relation, and communication skills.

ESSENTIAL FUNCTIONS

- Greets and provides citizen assistance by fielding questions, concerns, and complaints;
- Answers and directs incoming telephone calls;
- Processes orders for connection or disconnection of utility services;
- Prepares service orders;
- Balances cash drawer and prepares bank deposits;
- Receives utility payments, enters payment information in computer;
- Performs general clerical duties including typing, filing, and photocopying;
- Updates customer master files and prepares delinquent account files;
- Sells dog tags;
- Prepares applications for cereal malt beverage licenses;
- Prepares sewer and electric permits;
- Follows department policies and procedures;
- Receives cross-training in responsibilities of Utility Billing Supervisor.
- Files court citations and sends notices to appear;
- Prepares court docket;
- Receives court monies and balances;
- Files citations and court paperwork.

MARGINAL FUNCTIONS

- Assists with Water and Electric books;
- Assists with preparing utility bills for mail;
- Assists with posting payments;
- Assists other departments as needed;
- Rents community building to others;
- Performs other duties as deemed necessary or assigned.

<u>CLASSIFICATION:</u> <u>FSLA</u> NON-EXEMPT <u>ADA</u> APPLICABLE <u>FMLA</u>: INELIGIBLE;
<u>WORKING CONDITIONS:</u> NON-HAZARDOUS OFFICE ENVIRONMENT

UTILTY BILLING CLERK/MUNICIPAL COURT CLERK - POSITION REQUIREMENTS

Experience: One to three years of similar or related experience is required. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months to one year of employment.

Education: A high school diploma or GED is required; and a technical degree, or some college credit, is preferred.

Technical Skills:

1. A working knowledge of mathematics, computers, and office procedures is required.
2. This employee must be able to operate computers, printers, calculators, photocopiers, telephone systems, and other office equipment.
3. The ability to type with speed and accuracy, to concentrate on tasks in the presence of distractions, and to read and interpret legal reports, billing statements, and written instructions is required.
4. This employee should possess excellent public relation, organizational, and secretarial skills.
5. This employee should also possess excellent oral and written communication skills.

Problem Solving: Some independent problem solving is involved in this position. This employee encounters problems with citizen complaints and non-payment of bills. Serious problems are reported to the City Clerk.

Decision Making: Some independent decision making is involved in this position. This employee makes decisions about providing citizen assistance and performing daily duties in the most efficient manner.

Supervision:

1. This employee is subjected to occasional supervision from the City Clerk.
2. This employee does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability:

1. This employee is responsible for department resources and equipment.
2. This employee is required to be bonded.
3. This employee does not participate in the annual budget process.

Security Requirements for Municipal Court (Kansas Criminal Justice Information Security Policy)

1. Fingerprints of this employee are required to be on file with the KBI.
2. Background Check/Annual Name Base is required to be performed and on file with the KBI.
3. Employee is required to attend Security Awareness Training on Topic 5.2.1.1

Personal Relations: Daily contact with the general public, co-workers, and supervisory personnel, and occasional contact with the organization's governing body is expected.

Working Conditions: No adverse working conditions exist within this position. Working in an office setting with a computer is the primary aspect of this position.

Physical Requirements: Physical activity associated with working in an office setting is required to perform the daily duties of this position.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent elements and criteria considered necessary to successfully perform the job.

**THIS JOB DESCRIPTION WAS APPROVED BY BURLINGTON CITY COUNCIL ON JUNE 4, 2008.
(Revised 2/2015) (Current 7-2018)**