**WATER & SEWER CLERK**

**JOB DEFINITION**

Under the direction of the City Clerk, the Water & Sewer Clerk handles various administrative and customer service tasks. The Water & Sewer Clerk receives payments, balances the cash drawer, reconciles accounts, makes daily deposits, prepares utility bills for mailing, as well as receives invoices, enter invoice data into computer, schedules payment for invoices and prepares checks for printing. The Water & Sewer Clerk has general clerical duties such as answering phones, greeting the public, resolving customer disputes, and filing.

**ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

* Maintains confidential information concerning customers of the city.
* Maintains a positive and friendly attitude.
* Processes payments from customers and applies to appropriate accounts.
* Balances cash drawer daily and deposits funds in appropriate accounts
* Process work orders for new connections, disconnections, and other service request.
* Process meter reading data and preparing utility bills.
* Reconciling utility billing activities.
* Assisting with payment arrangements.
* Processing monthly customer bank drafts.
* Answers phones, directing calls, takes messages, greeting public, and resolves issues/concerns.
* Receives invoices through the mail, prepare for payment, and file.
* Performs basic clerical tasks such as email, text, photocopying, scanning, and faxing.
* Other assigned duties as needed.
* Must be able to lift 25 pounds.

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Considerable knowledge in general office procedures.
* Skills to operate office equipment and programs to include computers, adding machines, facsimile, copier, email and text.
* Ability to express thoughts clearly and effectively, both verbally and in writing.
* Ability to read well and grasp the meaning of written communications.
* Ability to use basic arithmetic.
* Ability to count back change to customers.
* Ability to follow directions.
* Ability to effectively communicate information to the city residents, co-workers and higher supervision
* Ability to be discreet and confidential
* Ability to work well and accurately with minimal supervision.

**QUALIFICATIONS**

* Must be a graduate from an accredited high school or hold a certificate of high school equivalency (GED).
* Previous clerical experience preferred.
* Knowledge of various computer programs (Microsoft & QuickBooks) preferred.
* Must possess a valid Alabama driver’s license.
* Be physically able to perform the essential functions of the position.

*The City of Ashville is an Equal Opportunity Employer.*