

JOB DESCRIPTION
Utility Clerk
Oconto Falls Municipal Utilities
Revised 8/24/2023

GENERAL SUMMARY:

The Utility Clerk is responsible for the administrative maintenance of the Utilities billing system and will perform business office customer service duties. The Utility Clerk should have the ability to plan and organize work with frequent interruptions, have effective written and oral communication skills, the ability to maintain proper working relationships with co-workers, management and the public. This position requires a high level of self-motivation. The Utility Clerk calculates, posts, and processes transactions and other finance and support functions. The position requires a technical background in computers. This position will need to be reasonably available to attend after-business-hours meetings or classes as directed by the Utility Manager and Senior Utility Clerk. The Utility Clerk reports directly to the Senior Billing Clerk and works closely with the Elected and Appointed Officials, Administrative Staff, City Administrator and staff, and the general public.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- High school graduate or equivalent. Degree in business administration, office management, accounting or a related field preferred.
- Working knowledge of computer software applications for word processing and spreadsheet management, knowledge of utility billing practices and software preferred.
- Strong oral and written communication and customer service skills and analytical abilities.

PHYSICAL REQUIREMENTS:

Work is generally performed in a climate-controlled office environment with minimal physical exertion. There are rare occasions when the Utility Clerk may be required to traverse to off-site departments, or other governmental agencies. Activities include written and verbal communication with Council members, Utility Commissioner's, and frequent communication with employees, customers, and the management staff. Extensive use of computers to analyze data, produce reports and formal professional correspondence. Use the telephone extensively to communicate with numerous parties to address customer concerns and issues. Must have ability to sit or stand for long periods of time, and ability to work at a computer for extended periods of time.

DUTIES, POWERS AND RESPONSIBILITIES:

Including but not limited to:

- Learn and operate utility billing and meter reading software
- Prepare and Print Monthly Utility Bills
- Answer Utility and City telephones
- Collect money for utility bill payments
- Proper handling of utility complaints
- Authorize billing extensions, and deferred payment agreements
- Complete Accounts Payable/Receivable
- Complete Utility Payroll
- Collect money for city use
- Help establish and adhere to proper utility billing and accounting policy to conform to Wisconsin PSC guidelines
- Complete utility work orders
- The preparation of accurate reports for regulatory agencies.
- Other duties may from time to time be assigned by the Utility Manager or Senior Utility Clerk

REPORTING RELATIONSHIP

- A. Utility Manager
- B. Senior Utility Clerk

WORK HOURS

8:00AM – 4:30PM Monday – Friday

WAGE SCALE

The Utility Clerk wage will be determined by fair market analysis, qualifications and overall performance.

OCONTO FALLS MUNICIPAL UTILITIES
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