

JOB TITLE: Associate Clerk(s)

ADM/3

DEPARTMENT: Administration, City of Oxford

JOB SUMMARY: These positions share responsibility in customer service for receiving and processing utility bill payments and performing clerical and administrative duties in support of needs and demands.

MAJOR DUTIES:

- o Receives and processes payments received from customers at the counter and by mail; applies payments, late fees, and charges to the proper accounts on computer.
- o Enters monthly meter readings; calculates power cost rate adjustments; generates and mails utility bills.
- o Prepares past-due notices and cut-off reports.
- o Balances monies received daily, including locating and resolving any discrepancies and preparing daily activity report; prepares bank deposits.
- o Assists customers with questions and complaints regarding utility bills and city services.
- o Prepares work orders to have services turned on or off, meters re-read or repaired, and for new utility cut-ins; establishes customer accounts.
- o Dispatches utility workers.
- o Processes daily Underground Protection Center requests for location of utilities.
- o Processes data entry for accounts payable.
- o Processes data entry for payroll and prepares related state and federal reports.
- o Types correspondence, reports, and documents as requested.
- o Issues business licenses.
- o Assists with entering traffic citations and collecting and posting fines.
- o Collects and posts tax payments.
- o Performs the duties of Court Clerk in her/his absence.

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- o Maintains office supplies and processes approved purchases.
- o Liaison to IT department/contractor with computer needs.
- o Maintains calendar/key for community center rental/use.
- o Notarizes documents as needed.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of city policies and procedures.
- o Knowledge of utility service rates and charges.
- o Knowledge of computerized utility billing systems.
- o Knowledge of modern office practices and procedures.
- o Knowledge of basic bookkeeping and accounting principles and practices.
- o Skill in operating such office equipment as a personal computer, facsimile machine, copier, calculator, typewriter, and two-way radio.
- o Skill in performing basic mathematical calculations.
- o Skill in oral and written communication and interpersonal relations.

SUPERVISORY CONTROLS: The City Clerk assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include city policies and procedures and general bookkeeping practices. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related cashiering and clerical duties. Frequent interruptions contribute to the complexity of the work.

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SCOPE AND EFFECT: The purpose of this position is to accept and apply utility payments and fees to the appropriate accounts. Successful performance helps ensure public satisfaction with the handling of utility accounts, employees, and vendor relations.

PERSONAL CONTACTS: Contacts are typically with co-workers, other city employees, elected officials, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give and exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.