

**Town of Elizabeth**

Job description

TITLE: FRONT DESK/UTILITY BILLING CLERK/ADMINISTRATION

DEPARTMENT: ADMINISTRATION

REPORTS TO: TOWN CLERK

employment status: REGULAR full-time

FLSA STATUS: NON-EXEMPT

SALARY RANGE: GRade 107 or as may be amended.

**Description:**

Under the direction of the Town Clerk, the position provides public reception (in person and by telephone) to citizens accessing the Town Hall, acts as the cashier for the Town and payment reconciliation for the Town of Elizabeth. Position includes data collection, processing, record keeping, reconciliation and reporting for utility billing. Responsible for assisting the Town Clerk and Administrative Team in day-to-day operations and activities of the town.

**Duties:**

*The following duties* ***are not*** *intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position specific duties.*

* Greets and interacts with the public and other Town departments, both in person and via telephone, on behalf of the Town Clerk’s office.
* Prepares and processes water and sewer accounts receivable on a daily schedule. This process involves customer billing generation and distribution, receipt and reconciliation of payments, computer system input and report preparation, reconciliation, and disbursement.
* Performs customer relations activities daily including working with customers via the telephone and in person to resolve billing and/or service concerns. Sends out a new customer letter. Calculates final billings for Utility Customers.
* Monitors and tracks utility billings that are in arrears and takes necessary actions for collection.
* Issues bulk water permits, reconciling usage limits to ensure Town ordinance requirements are met.
* Maintains and updates computer information systems and paper copy records of customer receipts along with the monthly summary reports for record.
* Prepares licenses and permits for issuance. To include building, sign and street cut permits, business, and pet license.
* Assists the Town Clerk in general administrative duties.
* Assists the Deputy Town Clerk in records management and retention.
* Performs duties as a Colorado Notary Public.
* Responsible to maintain the entry way at Town Hall including message boards, décor, etc.
* Performs special projects and other as assigned by supervisor.
* Provides support to the Administration as needed.

**Required Knowledge, Skills and Abilities:**

Knowledge of –

* Modern office practices, procedures, and equipment.
* Computer software applications to include Microsoft Office, Caselle, Laserfiche, and other networked computer functions.
* Applicable Town, County, State and Federal statutes, regulations, ordinances, codes, policies, and procedures.

Ability to –

* Maintain important records effectively and accurately, creating and maintaining an organized filing system.
* Produce quality and detailed work despite frequent interruptions.
* Establish and maintain effective working relationships with internal and external customers including elected officials, Town staff, vendors, and the public.
* Participate in professional development training, and willingness to improve and enhance professional skills.

Skilled in –

* Accurately performing mathematical calculations associated with accounts payable, cash receipting, utility billing, and payroll functions.
* Providing high quality customer service.
* Awareness of sensitive issues and an ability to maintain confidentiality.

**Minimum qualifications:**

* High School Diploma or GED equivalent.
* Minimum of one (1) years of previous work experience in a professional office environment with significant public contact.
* Must possess, at time of employment and continuously throughout employment, a valid Colorado Class “C” driver’s license.
* General Computer skills are necessary, Word Processing, Data entry.
* Any equivalent combination of training, education, and experience, which provides the individual with the required knowledge, skills, and abilities to perform the job.

**Special Requirements:**

* Ability to obtain Notary Public Certification within six (6) months of starting employment.

**Work environment:**

Physical activities include sitting, and occasional walking or standing; hearing, speaking, seeing, and manual dexterity. Ability to move to and from various points within the Town Hall facility. Ability to grasp, see, read, handle, and manipulate documents. Ability to participate in routine conversation in person, via telephone, or via recording. Most work is performed in a typical office setting. Work is subject to many interruptions and requires that individuals quickly prioritize job responsibilities and project work in an environment that may involve assisting several people at the same time.

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| Employee’s Signature |  | Supervisor’s Signature |
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