



City of Umatilla

Job Title:	Utility Clerk	Job Category:	Non-Union; Non-Exempt
Department/ Group:	Finance & Administrative Services	Pay Grade:	\$51,396 - \$65,568 Resolution No. 33-2023
Location:	700 6 th St (City Hall) Umatilla, OR 97882	Reports to:	Administrative Services Manager
HR Contact:	Jonathan Egan	Position Type:	Full Time
Supervision:	Exercised: None. Received: Works under the direction of the Administrative Services Manager.		
Minimum Qualifications:			
<ul style="list-style-type: none"> • High School Diploma or GED (AA with course work in accounting, business, or related field preferred) • Two (2) years' experience in cash handling, maintaining customer accounts, or preparing billing statements, late notices, and delinquent accounts. • Two (2) years' experience of general administrative work and working with the public (experience in a municipal setting preferred). • Equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position • Oregon Notary, or ability to become such after hire • Valid driver's license • Bilingual – English/Spanish (preferred) 			
Job Description			
<p>GENERAL PURPOSE</p> <p>The Utility Clerk performs a variety of accounting tasks involved in accounts receivable and utility billing. The work involves considerable contact with the general public, requiring the incumbent to have broad knowledge of City services. The incumbent serves as a front counter receptionist and cashier, taking payments for water/sewer/garbage bills and other City revenue. The incumbent also maintains cemetery records, makes reconciliations and bank deposits, checks City Post Office Box, and other related work as required.</p> <p>ESSENTIAL DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Answer customer utility billing questions over the phone and in-person • Generate monthly utility accounts receivable billings; Prepare list of delinquent accounts; Send uncollectible accounts to collection agency for action; Maintain customer data • Create and maintain utility service accounts • Calculate and issue refunds and account adjustments • Maintain and balance cash drawer daily; Prepare, deposits, and record daily receipts; Post accounts receivable to general ledger • Coordinate with third-party vendors for garbage collection and services • Provide Notary services to the public as necessary • Direct customers, over the phone and in-person, to appropriate departments 			

- Maintains cemetery records
 - Assist the Court Clerk in processing payments
 - Issues dog licenses
 - Maintains taxi ticket records and processes ticket sales
 - Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, ABILITIES:

- Properly voucher and document accounts payable/receivable
- Deal effectively with frequent interruptions
- Establish and maintain effective working relationships with employees
- Welcome and interact with the public courteously and tactfully
- Prepare, interpret and communicate financial information verbally and in a spreadsheet format.
- Effectively communicate with Department Heads and establish working relationships with fellow employees and the public.
- Perform tasks to meet deadlines while maintaining accuracy and attention to detail.
- Effectively manage competing priorities and work assignments.
- Comprehensive knowledge of problem solving, conflict management, and customer relations techniques
- Comprehensive knowledge of municipal organizational structure and operation
- High Attention to detail
- Proficient in Microsoft Office Suite or similar software
- Basic math skills - Calculate decimals, fractions, and percentages
- Ability to type 45 words per minute

TOOLS AND EQUIPMENT

Use of computer and related software applications such as Microsoft Word, Excel, and PowerPoint. Also extensive use of Caselle government accounting software.

Regular use of office equipment such as computer, phone, copier, 10-key calculator, fax machine, copy machine and automobile.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Continuous: Use of arms, wrists, and hands

Frequent: Sitting, standing, walking, reaching forward, reaching above shoulder, and squeezing

Occasional: Driving, bending, twisting, crouching, and climbing stairs

Rare: Lifting/carrying up to 50 lbs, pushing/pulling up to 20 lbs

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office working environment. This role routinely uses standard office equipment such as computers, phones, adding machines, copy machines, filing cabinets and fax machines. The noise level in the work environment is typical of most open office environments. Occasional overtime is required with occasional work on nights and weekends.

Reviewed By:	Melissa Ince, Finance & Administrative Services Director	Date:	04/27/2023
Approved By:	Dave Stockdale, City Manager	Date:	06/08/2022
Last Updated By:	Jonathan Egan, HR Manager	Date:	04/27/2023

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David Stockdale
City Manager