

## **SEWER BILLING CLERK**

### **Definition**

This is general accounting and clerical work involving the processing of documents and information which requires the skilled use of a computer for word processing and data entry.

Work requires the employee to choose the proper procedure to follow from among several available based on the nature of the work presented or the outcome of a previous step. Decisions to be made require sufficient familiarity with an overall process or system to understand the desired result of the decision. Work may require the use of judgment in prioritizing assignments which may be received from several sources. The information required to do the work and make required decisions is readily available from specifically designated sources. Choices available to employees are limited by external deadlines and general office standards which may dictate procedures and control scheduling. Employees may have contact with other offices or the public for the purpose of explaining procedures and generating understanding of required actions. Errors are not immediately apparent because work is usually self-checked. Errors may be revealed through later effects on the operation and can cause inconvenience to other employees or clients of the office. Employee carries out day-to-day work without supervision under standard operating procedures and guidelines. Unusual situations or changes in procedure are reviewed with a supervisor prior to completion.

### **Typical Example of Work**

Types documents such as letters, reports, charts, or other textual or tabular material from handwritten draft or magnetic tapes into draft or final form using a variety of formats. Proofreads typed materials for typographical accuracy, spelling and grammar.

Types documents such as agendas, minutes, contracts, and transactions which require gathering and verifying information to be typed from several sources such as files, or reference books.

Files documents utilizing systems which require knowledge of the type, purpose, and status of the document in order to determine how to file.

Establishes, reorganizes, combines, and purges files and filing systems as necessary to enable items to be found efficiently.

Searches files for hard-to-locate materials which cannot be found using normal methods of file organization.

Maintains control documents such as records and logs which require the determination of pertinent data to be recorded, based on the intended use of the record.

Performs arithmetic computations, using established procedures and formulas to determine interest, payment amounts, penalty charges, receipt totals, or similar results.

**SEWER BILLING CLERK (cont'd)**

**Typical Example of Work (cont'd)**

Accepts applications, payments, documents, etc., from the public and assists them by explaining procedural requirements and resolving difficulties related to the processing system.

Receives revenue from tax collections, permit fees, state and federal allocations, utility payments, and fines. Records and deposits fund in proper accounts.

**Specific Job Detail**

**DAILY/WEEKLY:**

- Coordinate answering of phone as needed. Coordinate schedule with Clerk I and PT Clerk for lunch to insure full coverage during office hours.
- Provide back up to Clerk I to direct incoming citizens and/or refer them to the right department for answering of questions.
- Typing of Assistant Township Manager's correspondence.
- Provide back up to Accounting Clerk on all outgoing mail including certified receipts. In absence of Accounting Clerk sort incoming mail.
- Provide back up to Accounting Clerk on reconciliation of cash drawer at the end of business day.
- Prepare and issue sewer permits. Follow through with adding into sewer billing cycle and filing in appropriate property file.
- Prepare all deposits for Authority and as needed for Township - to be verified by Accounting Clerk.
- Prepare street cut, road encroachment, and driveway permits as needed. Work with Road Foreman for issuance. Obtain financial security (bonding) where necessary.
- Enter deposits into Quickbooks as needed.

**MONTHLY:**

- Set up meeting room for Parks & Recreation Board and Authority Meetings by running copies of agenda for board members and public. Place agendas and sign in sheet on table, setup board table, and set up recording device. Attend Authority meetings. Post agenda on bulletin board and website 24 hrs in advance.
- Prepare and type minutes in a timely manner to provide to Assistant Manager to carry out requests by Board. Attend any special meetings as directed by Township Manager or Assistant Township Manager.

**SEWER BILLING CLERK (Cont'd)**

**MONTHLY (cont'd):**

- Work with Assistant Manager in following up on Authority and Park and Recreation issues by drafting related letters or obtaining necessary information as directed by Assistant Manager.
- Review weekly tax collections regarding reconciliation report for accuracy and completeness and verify annual year-end report.
- Attend monthly Safety Committee meetings as Administrative office representative (if appointed).
- Maintain park rental schedule, send out any necessary letters, and work with Park Maintenance Department in keeping updated with new rentals for opening and closing of parks.
- Update outside electronic sign as needed.
- Large consumption sewer billing from initial billing time to collection of moneys.

**QUARTERLY:**

- Sewer billings from initial billing time to collection of moneys.
  - a. Coordinate with city for usage, check report for discrepancies and work out any differences.
  - b. Handle settlements (Daily/Weekly)
  - c. Post receipts in computer (Daily)
  - d. Run reports for utility billing (monthly)
  - e. Suggest new reports needed
  - f. A/R for Authority - sewer billing (monthly)
  - g. Send final notices to delinquent customers
  - h. Prepare necessary documents for repetitive offenders for delinquent collections. Keep track of delinquent accounts and report to Assistant Manager for notification to Municipal Authority as appropriate. Coordinate with Solicitor and Code Enforcement Officer.
  - i. Work w/City billing Dept. to set up all/any new sewer accounts for new homes added to any project.(Weekly/Monthly)
- Compile SDS sheets (if appointed).

**ANNUALLY:**

- Perform yearly file maintenance, labels for new files, transfer of yearly files from current to past, etc. Always keeping the file room organized. Placement of files outside of file cabinets or not in correct drawer is prohibited. Provide Clerk I with a records of destruction list. Do not destroy until resolution is passed.
- Obtain utility bonds as required by ordinance for street cut/road encroachment permits.

**SEWER BILLING CLERK (Cont'd)**

**Required Knowledge, Skills, and Abilities**

Must be capable of speaking and writing English in a proficient manner in order to communicate with employees and the general public.

Knowledge of the required care and maintenance of a typewriter, computer, copier, and cash register.

Knowledge of English grammar, punctuation, and spelling.

Skill in using a computer, working knowledge of computerized programs (Microsoft Word processing, Excel, Quickbooks) and accounting.

Skill in typing at a console at a minimum rate of 50 WPM.

Ability to read, write and communicate fluently in the English language.

Ability to communicate fluently in English with ease for residents to communicate their needs and or requests.

Ability to deal with large amounts of money and make mental calculations for change as necessary.

Ability to perform within prescribed office procedures, maintain harmonious working relationships, and function according to work practices and conduct.

Ability to understand and follow detailed oral and written instructions.

Ability to file and retrieve materials by matching the item category with the appropriate file heading.

Ability to proofread the straight transfer of information for accuracy and correct any copying errors.

Ability to perform basic arithmetic calculations.

Ability to learn the operation of specialized office machines.

Employee must be organized and able to handle/coordinate various jobs at one time.

Must hold valid PA driver's license.

**Minimum Experience and Training**

Graduation from a high school business curriculum which includes working knowledge of computer environments.

OR

Any equivalent combination of experience and training.