



Title:	Utility Billing/Office Assistant
Department:	Administration
FLSA Status:	Non-Exempt
Effective Date:	September 7, 2022
Salary:	

CLASSIFICATION SUMMARY

Part of a front line customer service team performing a variety of administrative and accounting support functions of a routine to detailed complexity, including but not limited to: accounts receivables, collections, data entry, sorting mail, processing City forms and permits, and responding to customer questions via phone, in-person, or computer. Provides administrative support to City staff and assists in the administration of standard operating policies and procedures. Work involves considerable contact with the public.

SUPERVISION RECEIVED/REVIEW OF WORK

Works under the supervision of the City Recorder.

SUPERVISION/LEAD WORK EXERCISED

This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

ESSENTIAL FUNCTIONS - DUTIES AND RESPONSIBILITIES

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. The incumbent may perform a combination of some or all of the following duties. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Greet and screen visitors to City Hall and respond to various public inquiries.
- Answer telephone, respond to general inquiries, or route calls to appropriate staff member.
- Retrieve, open, date-stamp and route all incoming daily mail and packages; copying and filing, as directed. Post outgoing mail, track, and balance postage accounts.
- Maintain office files, follow standard office procedures, and assist with administrative tasks involving personnel, budgeting, and facilities.
- Serve as cashier, including receipting of utility payments and various other payments, and posting monies to appropriate accounts; receive and handle volumes of money.
- Prepare bi-monthly water and sewer utility billing; coordinate with meter readers to ensure timeliness and correctness of billings; maintain utility billing database and customer files; provide customer service; promptly respond to customer inquiries and prepare correspondence; prepare delinquent account notices and account collections.
- Respond to city lien search requests from title companies.
- Compose and/or type routine correspondence, memoranda, reports, presentations, forms, and other documents, that typically require research and data organization.
- Perform data entry, maintain databases, maintain logs, and generate reports.
- Assist City Recorder in records management and maintenance of official City files and records. Filing, inventory index, records database maintenance and retention schedule compliance.

- Create and maintain City shared calendar and in-house City of Depoe Bay Directory.
- Safety Committee secretary: coordinate committee meetings, prepare agendas and meeting minutes.
- Serves as notary public.
- Backup in absence of other city office staff.

EDUCATION AND EXPERIENCE REQUIREMENTS

At least one (1) year experience in accounting or bookkeeping, preferably governmental fund accounting, and at least one (1) year of experience in routine clerical work including experience as a receptionist in answering telephones and helping the public, OR any equivalent combination of education, experience, and training which provides the necessary knowledge, skills, and abilities to perform the duties of the position.

DESIRABLE REQUIREMENTS

- Two (2) years verifiable work experience in a municipal government setting (city/county).
- Two (2) years verifiable work experience in a utility billing entity or similar environment.
- Experience with Caselle Government Accounting software.
- Current Oregon Notary Public.

SPECIAL REQUIREMENTS

- Pass background investigation.
- Must be bondable.
- Must obtain and continually maintain Oregon notary public certification within three (3) months of hire.
- Possession of or ability to obtain a valid Oregon driver's license.
- Will always maintain confidentiality of politically sensitive materials and information.

KNOWLEDGE

- General knowledge of computers and electronic data processing and related software at basic to intermediate levels as well as modern office practices and procedures including business English, spelling, composition, and arithmetic.
- Basic knowledge of accounting principles, practices, and applications in general ledger management, accounts receivable, and utility billing.
- Knowledge of administrative principles, practices, research methods, systems, and operations.
- Knowledge of general recordkeeping practices applicable to the maintenance of fiscal accounts, including payroll and cash handling procedures.

SKILLS

- Skill in the use of personal computers, various related software programs, and standard office equipment.
- Excellent time management skills, good judgement, and the skill to prioritize and communicate needs based on importance.
- Skill at entering alpha-numeric data onto a preformatted data entry screen. Requires math skill to calculate totals, percentages, ratios, and portions.

- Requires strong human relation skills work as part of a team and work cooperatively with internal and external customers.
- Typing, filing, word processing, ten-key, data entry, making computations and tabulations, with speed and accuracy.
- Excellent communication skills, including the ability to communicate clearly and effectively, both orally and in writing; the ability to understand and follow oral and written instructions; knowledge of business language, writing, spelling, grammar, and punctuation.

ABILITIES

- Detail-oriented; ability to perform cashier duties accurately; effectively meet and deal with the public; communicate effectively verbally and in writing; and handle stressful situations.
- Ability to learn and access the computer-aided accounting data entry programs used by the City.
- To enter data onto standardized formats using keyboards, basic keyboarding, or 10-key skills and calculators. Ability to post numeric data into proper account classifications.
- To work as contributing member of a team, work productively, patiently, and cooperatively with other teams and external customers, and convey a positive image of the City and its services.
- Ability maintain confidentiality of information.
- Interpret, apply, explain, and reach sound decisions following regulations, policies, and procedures.
- Ability to accurately record and maintain records; establish and maintain effective working relationships with employees, other departments, officials, and the public; communicate effectively verbally and in writing; handle stressful situations; perform independent research; use initiative, act independently, and make timely decisions; and effectively organize work and allocate time.
- Exercise courteous, professional conduct when dealing with the public, residents, representatives of civic and community groups, the media, and others encountered in the course of the work; apply the principles and practices of effective customer service and customer-oriented telephone etiquette.

DESIRABLE REQUIREMENTS

- Two (2) years verifiable work experience in a municipal government setting (city/county).
- Two (2) years verifiable work experience in a utility billing entity or similar environment.
- Experience with Caselle Government Accounting software.
- Current Oregon Notary Public.

PHYSICAL DEMANDS OF JOB/POSITION

The physical demands described here (including lifting, mobility, movement, manual dexterity) 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 the essential functions.

In the performance of job duties, employee is frequently required to stand, walk, sit, talk, and hear. Employee is occasionally required to use hands to finger, handle, feel, and operate objects, tools, or controls; and reach with hands and arms. Employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.

Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards; calculator; telephones.

TOOLS AND EQUIPMENT USED

In the performance of job duties, employee will use a personal computer and various software programs; motor vehicle; calculator; phone; copy and fax machines; and other related tools and equipment.

WORK ENVIRONMENT/WORKING CONDITIONS

The work environment and working conditions described here are representative of those that are typical of the job and 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 the essential functions.

In the performance of the job duties, employee will perform the majority of this job in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, personal interruptions, and background noises. Work is also performed in numerous meeting settings in offices, conference rooms, and public spaces.

This position may regularly be expected to work evenings and weekends as needed.

ADDITIONAL JOB INFORMATION

Subject to pre-employment drug and alcohol testing.