

**WATER AND SEWER OFFICE ACCOUNT CLERK**

**JOB SUMMARY**

Performs routine clerical work for the Public Works Commissioners in the areas of billing, collection, and general operational matters. Maintains records in accordance with established office procedures.

**SUPERVISION RECEIVED**

Works under the general supervision of the Town Administrator. Performs day to day activities on own initiative, consulting with Town Administrator and/or Water/Sewer Superintendent as needed.

**EXAMPLES OF ESSENTIAL DUTIES**

(Any one position may not include all of the duties listed; not do the listed examples include all duties, which may be found in positions of this class.)

1. Prepares bills for customers; handles the interim and final bills of closed and new accounts.
2. Waits on customers, receives customer payments, makes bank deposits, and posts payments to accounts.
3. Prepares monthly accounts receivable reports.
4. Answers requests for information; receives and deals with customer complaints and public relations issues as related to water and sewer service.
5. Handles all aspects of customer transfers of ownership.
6. Maintains security deposit accounts, charges new accounts and determines when refunds are due.
7. Oversees computerized meter reading system, and generates quarterly bills based on readings. Prepares bills for hydrant hook-ups and backflow tests. Prepares shut-off notices.
8. Handles delinquent accounts, and arranges payment plans.
9. Attends Public Works Commission meetings and takes and transcribes minutes.
10. Assists Superintendent with scheduling of State water tests.

Performs other related duties as required.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Thorough knowledge of business English and modern office and bookkeeping practices and procedures. Knowledge of basic mathematics, computers. Considerable knowledge of the rules, regulations, and operating procedures of the Water and Sewer departments. Ability to establish and maintain effective working relationships with other employees and the general public.

### **MINIMUM QUALIFICATIONS REQUIRED**

High school diploma plus one year clerical experience in processing and maintaining administrative or financial records; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.