



CITY OF CALIENTE

One Hundred Depot Avenue
P. O. Box 1006 - Caliente, NV 89008
Phone: 775-726-3131
Fax: 775-726-3370
email: cityhall@cityofcaliente.com

Utility Billing Clerk

Salary

Location

Caliente, NV

Job Type

Full Time

Department

City Clerk

Description

Job descriptions/specifications are intended to indicate the essential functions and levels of work difficulty of the position and are not intended to describe in detail all of the position's specific duties and responsibilities nor exclude other duties of similar level or difficulty. Additionally, it is not intended to limit management's rights to assign, direct, and control the work of employees under their supervision.

DEFINITION

Under the general supervision of the City Clerk maintain utility accounts and account balances through daily administration of customer payments. Perform duties and tasks related to the central information, telephone, parcel and mailing center; general cash receipting.

Examples of Duties

1. Serve as a representative of the City of Caliente, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Organize work orders/files/key box/stocked inventory.
3. Establish work orders; close out work orders; file work orders.
4. Prepare correspondence and reports as required.
5. Answer incoming calls with courtesy and proper phone etiquette.
6. Correctly direct inquiries to appropriate individuals or department.
7. Works with the public in establishing new utility accounts.
8. Prepares and mails utility billings, as well as delinquency and shut-off notices; file liens on delinquent accounts and initiates shut-off; file lien releases, initiates restoration of services and maintains account records.
9. Maintains files for customer accounts.
10. Establishes and maintains accounts with automatic withdrawal for utility customers.



CITY OF CALIENTE

One Hundred Depot Avenue
P. O. Box 1006 - Caliente, NV 89008
Phone: 775-726-3131
Fax: 775-726-3370
email: cityhall@cityofcaliente.com

11. Assist in collecting and disseminating mail; initiate UPS/FedEx packaging/mailing as needed; post all outgoing City Hall mail; maintain postage equipment.
12. Assist with accepting cash receipting.
13. Distribute and maintain Purchase Orders
14. Attend City Council or Planning Commission meetings if needed.
15. Answer telephone, take messages for staff, and disseminate information to public regarding programs and policies.
16. Greet the public and check patrons for current recreation center pass or collect fees.
17. Prepare Dog licenses, business licenses, conditional use permits, building permits
18. Perform various clerical and correspondence work assigned.
19. Maintain calendar reflecting city facilities use and events.
20. Perform other related duties as assigned
21. Be dependable and meet acceptable attendance requirements at all times.
22. Follow all applicable safety rules and regulations.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- City government, its functions and operation; governmental agencies, non-profit agencies, and local public resources providing assistance to the public.
- Modern office procedures, methods, office and computer equipment.
- Spelling, grammar, and punctuation, business letter writing and basic report preparation techniques.
- Computers and word processing, spreadsheet, Internet literate.
- Good public relations.
- Customer service needs and delivery.
- Modern office procedures, methods and computer equipment, programs, applications and uses.
- English usage, spelling, grammar and punctuation.
- Various applications of Excel, Word.

Ability to:

- Operate and use modern office equipment including computer and computer programs.
- Prepare and maintain accurate records and reports.
- Communicate effectively orally and in writing.
- Prioritized projects and work on several assignments simultaneously.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Physical ability to perform essential functions of the job.



CITY OF CALIENTE

One Hundred Depot Avenue
P. O. Box 1006 - Caliente, NV 89008
Phone: 775-726-3131
Fax: 775-726-3370
email: cityhall@cityofcaliente.com

Residency Requirement:

Applicant must reside within the City of Caliente limits.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High school diploma or G.E.D.

Experience: Two years business experience of a clerical nature.

Training: Classes as required to perform job.

License or Certificate: Possession of a valid driver's license or alternate means of travel.

WORKING CONDITIONS:

Work is performed under the following conditions: Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; periodic contact with angry and upset individuals; frequent interruptions of planned work activities by telephone calls, office visitors, and response to unplanned events.

Employee's Acknowledgment: I acknowledge that I have read the above job description and have received a copy for my records.

HOW TO APPLY:

Applicants are at Caliente City Hall office

Provide copies of the following with your application:

- High school diploma or G.E.D. certificate
- Copies of any relevant certificates, licenses or awards.

Failure to satisfactorily demonstrate that the requirements of the posted position have been FULLY met will result in disqualification.