

Utility Clerk, City of Ravenna

Posting Date: 03/07/2017

The City of Ravenna has an opening for UTILITY CLERK in its Utilities Billing Office.

The Utility Clerk is responsible for billing, collecting payments and balancing the accounts of water and sewer customers in addition to writing work orders, communicating with and coordinating work with the meter department. The Utility Clerk is responsible for developing reports and completing many tasks utilizing computer-based software for billing and archiving meter, customer and billing data. This position works with the public through the phone, electronically and in-person communications.

An application can be obtained in person at City Hall, 210 Park Way Ravenna, Ohio 44266 or by downloading one from the Employment area of the City's web site located at

<http://www.ci.ravenna.oh.us>

To apply, please submit your resume, cover letter, and application that detail your credentials, experience and references to:

By Mail:

City of Ravenna
c/o Kay Dubinsky
210 Park Way
Ravenna, OH 44266

By E-Mail:

mike.reynolds@ci.ravenna.oh.us

The City of Ravenna is an equal opportunity employer.

Utility Clerk, City of Ravenna

Posting Date: 03/07/2017

General Statement of Duties:

The Utility Clerk is responsible for billing, collecting payments and balancing the accounts of water and sewer customers in addition to writing work orders, communicating with and coordinating work with the meter department. The Utility Clerk is responsible for developing reports and completing many tasks utilizing computer-based software for billing and archiving meter, customer and billing data. This position works with the public through the phone, electronically and in-person communications.

Supervision Received:

General supervision from the Utility Billing/Meter Supervisor.

Supervision Exercised:

None

Major Duties:

1. Process bills and payments both manually and through computer software.
2. Balance cash drawer daily.
3. Work with the general public answering telephones and in person. Handles questions, complaints and inquiries.
4. Process mail and returned mail.
5. Make assignments to the Meter Department for all customer requests.
6. Use Microsoft Office, Excel and Outlook and various billing specific proprietary software.
7. Perform miscellaneous account and banking tasks.
8. Assist in the investigation of consumer complaints.
9. Collects delinquent account balances and follows procedures for shut-off of delinquent accounts.
10. Process forms and enter new data for new accounts, ACH and discount applications.
11. Process monthly meter readings and prepare billing process and maintain ACH listing.
12. Process NSF checks.
13. Perform various other tasks as assigned.

Minimum Qualifications:

1. Must possess basic math knowledge.
2. Must possess basic computer knowledge and skills.
3. Must possess the ability to understand basic plumbing, principles of metering and water flow.
4. Must possess the ability to use diplomacy in dealing with and working cooperatively with the public.

5. Possession of a valid Ohio Driver's license.
6. Must have the ability to follow instructions with only general supervision.
7. Ability to follow directions, makes reports, keep and organize records, and have the ability to work alone or with co-workers to complete daily tasks. Must have ability to keep calm with difficult situations and people.
8. Attend work as scheduled on a regular basis to effectively perform the position's required duties and responsibilities.

Education:

High school diploma or equivalent.

Experience:

Two years' experience working with the general public. Experience working with cash and accounts receivable preferred.

Other:

Must have a telephone or means of contact for after hours and/or emergency call out.

The City of Ravenna is an equal opportunity employer.