



CITY OF CUSHING POSITION DESCRIPTION

JOB TITLE: Utility Office Clerk
DEPARTMENT: Billings and Collections
REPORTS TO: Utility Office Supervisor
SALARY GRADE: 9
FLSA STATUS: Nonexempt
SAFETY SENSITIVE: No

NATURE OF WORK / SUMMARY

Performs basic cashiering and office duties that are critical in embracing a sufficient and productive work environment. Processes and maintains utility accounts, handling customer inquiries, and processing payments, all while ensuring accuracy and efficiency.

Works under the close supervision of the Utility Office supervisor.

No supervisory duties generally.

ESSENTIAL JOB FUNCTIONS

- Payment processing
- Recordkeeping
- Establish new customer accounts.
- Creates computer generated service orders.
- Maintain an organized filing system.
- Maintain permits, licensing.
- Assist with billing and cutoffs.
- Download AMI and Smart Phone reads and routes, update files and create Smart Phone routes.
- Run meter reading reports. Verify readings for accuracy and proof billing calculations.
- Willingness to take on additional duties as assigned.
- Provide clerical assistance including typing, filing, and answering telephone.

EDUCATION, TRAINING, AND EXPERIENCE

- Graduation from high school education or GED equivalent required.
- An associate's degree in a Business-related field OR any equivalent work experience preferred.
- Ability to effectively use 10-key calculator, computer equipment, printers, copy machine and other office equipment. Ability to file alphabetically as well as numerically. Ability to accurately use the four basic math operations.
- Working knowledge of English usage, spelling, grammar and punctuation. Ability to transfer

information accurately in writing. Ability to understand and follow written and oral instructions.

- Ability to effectively communicate with the public. Excellent verbal and written communication skills are essential for effectively interacting with customers and resolving issues. The ability to listen attentively to customer issues efficiently and effectively is crucial.
- Working knowledge of clerical account keeping practices. The ability to handle money and make exact change and deposits.
- Ability to effectively work with difficult customers under stressful situations. the ability to remain calm and patient, even in challenging situations, is important.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to establish working relationships. Ability to work with various departments.
- Ability to provide excellent customer service and ensuring customer satisfaction is essential.

TOOLS AND EQUIPMENT USED

10-key calculator
computer equipment
printers

copy machine
postage machine
other types of office equipment

PHYSICAL/MENTAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit or stand for prolonged periods of time, talk and hear. The employees frequently use their hands and fingers to operate office equipment, or controls. The employee is occasionally required to stand, stoop, kneel, crouch, lift or move up to 25 lbs. Specific vision abilities required by this job include close vision and ability to adjust focus.

ENVIRONMENTAL CONDITIONS AND SAFETY CONCERNS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works in an office environment with computers, printers and telephones. There is interaction with the public and City of Cushing staff.

NOTE

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

SAFETY SENSITIVE

Utility Office Clerk is not a designated safety sensitive position under 63 O.S. § 427.8 *et seq.*