



JOB DESCRIPTION

UPDATED DECEMBER 2021

Job Title:	Utility Coordinator
Department:	Clerk Treasurer
Location:	49 North Wayne Street
Reports to:	Clerk Treasurer

Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Temporary <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Contractor	Hours: 35 hr week / M - F <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Overtime required: Yes
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To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee serves as a Utility Coordinator for the Utility Department, responsible for maintaining, posting, and receiving residents/customer utility bills; answering telephone inquiries; and providing excellent customer service.

GENERAL DESCRIPTION/RESPONSIBILITIES

Assists in the daily operations of the Utility Department including but not limited to:

Assist with maintaining all utility billing financial records, collections, customer service, and monthly utility billing processes.

Assist with ensuring that all financial records are maintained in a current and accurate manner, balancing end of day reports, maintaining meter deposit records, and making deposits to the bank for all utility bills.

Assist with penalties on late bills; checking all readings before bills are printed; printing and mailing utility bills and delinquent notices in a timely manner; posting daily payments via checks, auto-pay, and submitting refunds/credits/adjustments.

Responsible for providing excellent customer service under stressful conditions, as well as assisting with all service calls (move-in or move-out); sending assessment letters; and hydrant meter rental invoices. Responsible for providing general information in person and on the phone, answering questions regarding routine financial matters.

Assist with overseeing and processing utility work orders.

Assist with ensuring utility billing operations to comply with all related State laws, Town ordinances, and Federal standards and regulations.

Assist with researching, developing, and implementing, and/or reviewing, interpreting, and recommending changes to policies, procedures, and ordinances that relate to department goals, objectives, policies and procedures.

Participate in local and state initiatives, task forces, events, and related professional committees.

Thorough knowledge of and ability to make practical application of OSHA safety policies and procedures, ability to ensure proper operation, and maintenance of department equipment.

Assist with maintaining inventory, records, and reports.

Ability to coordinate and effectively communicate orally and in writing with Clerk Treasurer, Utility Superintendent, co-workers, Town Manager, Assistant Town Manager, Town Council, other Town Departments, contractors,

vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Assist with responding to inquiries and complaints regarding utility bills and initiates action to resolve valid complaints/requests.

Attend all meetings and trainings as required.

Maintain strict confidentiality regarding Town issues.

Work requires occasional light to moderate lifting with occasional standing, bending, and carrying. The employee is occasionally required to stoop, kneel, crouch, and/or walk.

All other duties as assigned by Clerk Treasurer or his/her representative. This position will be subject to the rules, policies, and operating procedures established by the Town, as they may be amended from time to time.

JOB REQUIREMENTS

Must have High School Diploma or related experience in training in Accounting or related field, may substitute degree for 3 years of experience.

Must have 3 years of customer service experience.

Must be familiar with state and federal rules and regulations regarding utility systems.

Must have skill in performing mathematical computations.

Must have skill in preparing, reviewing, certifying, and entering, as well as researching and tracking financial transactions.

Must have computer knowledge with experience in Microsoft Word, Outlook, and Excel.

Must have knowledge of operation of a cash register.

Must have a safe work record with good ethics and dependable attendance record.

Must have and maintain verifiable Indiana Driver's License, a demonstrated safe driving record, and must remain insurable through the Town's liability insurance carrier.

Must be able to lift 25-50 pounds with the use of Personal Safety Equipment.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

I have read and understand this job description and its relationship to the position I occupy. This job description is not an employment contract, nor is it intended to describe all duties someone in this position may be required to perform.

Signature

Date

Printed Name

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Approved By:

Date Hired :
