



**TOWN OF DANVILLE
UTILITY COORDINATOR
JOB DESCRIPTION**

UPDATED JUNE 2022

Job Title:	Utility Coordinator
Department:	Clerk Treasurer – Utility Department
Location:	49 North Wayne Street
Reports to:	Clerk Treasurer
Salary: 13.30-\$18.73/hr pending experience	

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: 35hr week / M - F <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Overtime: Comp-time eligible
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The responsibilities listed in this document are representative of the knowledge, skills, and abilities required to perform this position successfully. An individual must be able to perform each essential duty satisfactorily in order to fulfill performance expectations. Reasonable accommodations may be made for disabled individuals to perform the essential functions.

GENERAL DESCRIPTION/RESPONSIBILITIES

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

- Maintaining all utility billing financial records, collections, and monthly utility billing processes.
- Providing excellent customer service at all times, even under stressful conditions.
- Responsible for providing general information in person and over the phone, answering questions regarding routine financial matters.
- Ensuring that all financial records are maintained in a current and accurate manner, balancing end of day reports, maintaining meter deposit records, and making bank deposits for all utility bills.
- Ensuring utility billing operations comply with all related Town ordinances, State laws, and Federal standards and regulations.
- Overseeing and processing utility work orders.
- Assist with all service calls (move-in or move-out), sending assessment letters, and hydrant meter rental invoices.
- Assist with the following billing operations:
 - 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
 - Submitting refunds/credits/adjustments.
- Responding to inquiries and complaints regarding utility bills and initiating action to resolve valid complaints/requests.

- Assist with maintaining inventory, records, and reports.
- Assist with the ongoing process of evaluating and implementing changes to policies, procedures, and ordinances relating to department objectives, goals, and standards.
- Participate in local and state initiatives, task forces, events, and related professional committees.
- Attend all meetings and trainings as required.
- Maintain strict confidentiality regarding Town issues.
- 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.
- All other duties as assigned by Clerk Treasurer or their 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/QUALIFICATIONS

- 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, entering, as well as researching and tracking financial transactions.
- Must have knowledge of operation of a cash register.
- Must have computer knowledge with experience in Microsoft Word, Outlook, and Excel.
- 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.

WORK ENVIRONMENT

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, and vendors. Ability to provide excellent customer service to the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

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

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

Approved By:

Date Hired :