

**City of Joseph
Position Description**

Position Title:	Utility Biller		
Job Code Number:			
Department:	Administration		
Position Type:	Non-exempt		
Date Originated:		Date Reviewed / Revised:	5/20/2021
Position Purpose:			
<p>Under the direction of the City Administrator / Recorder this position is accountable to deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all citizens and visitors. The Utility Biller is responsible for providing clerical support in order to ensure that municipal services and fire services are provided in an effective and efficient manner. Failure to provide these services in an efficient and effective manner will result in disruptions in the provision of services. This position is also responsible for compilation of such data as needed to identify areas for improvement. This position is asked to keep abreast of departmental issues and the need for revised/additional policies and procedures that will assist in the operation of the city office and services.</p>			
Nature and Scope:			
<u>RESPONSIBILITIES</u>			
<ol style="list-style-type: none"> 1. Provide office support services in order to ensure efficiency and effectiveness within Joseph City Hall. <ul style="list-style-type: none"> ▪ Receive, direct and relay telephone messages and fax messages ▪ Accepts payment for utility billings and other monies received by the city; provides receipts ▪ Issues permits and licenses, ▪ Pick up and deliver the mail as needed-mail appropriate materials-this is a shared responsibility ▪ Open and date stamp all general correspondence for the City Administrator/Recorder ▪ Maintain the general filing system and file all correspondences ▪ Assist in preparations for Council and committee meetings ▪ Respond to public inquiries ▪ Files completed Public Works orders ▪ Provide word-processing and secretarial support ▪ Maintains cleanliness of lobby and front office ▪ WTR/SWR billings ACH and Paper ▪ WTR/SWR work orders and lien letters ▪ Emergency Services address changes 2. Perform clerical duties in order to maintain Joseph administration <ul style="list-style-type: none"> ▪ Monitor the use of supplies and equipment ▪ Coordinate the repair and maintenance of office equipment 3. Performs office receptionist functions <ul style="list-style-type: none"> ▪ Answers all incoming calls and handle caller's inquiries whenever possible ▪ Screen and Re-direct calls as appropriate and take adequate messages when required ▪ Greet and assist the general public ▪ Support the City Administrator and all staff as requested ▪ Provide administrative services as needed ▪ Assist the City Administrator with investigative calls and paper work 4. Perform other related duties as required 5. The Utility Biller must be able to set goals and priorities, and represent the department in a professional manner. 			

The foregoing description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills and efforts or work conditions associated with the job. It is intended to be an accurate reflection of the general nature and level of the job.

Utility Biller must complete a drug/criminal background screen, be bondable, education and experience verification. Demonstrated ability to perform essential functions.

Minimum Qualifications: Requirements - Required and/or Preferred	
Education:	High school diploma or equivalency required. Must have working-level knowledge of the English language, including reading, writing and speaking English.
Back Ground Check Drug testing	This position is subject to a background check in accordance with Oregon State Statutes.
Experience:	Two years' experience in account administration and customer service within a municipal or service related environment.
License(s):	State of Oregon Driver's License
Certification(s):	None
Computer / Typing:	Professional: Must be proficient with Microsoft Office Suite, including Outlook, PowerPoint, Excel and Word and have the ability to use the computer to complete online forms, transactions and records.

Essential Physical Requirements

It is common to encounter potential hazards in an office environment. Some of these hazards could include, but are not limited to: exposure to publicly transmitted disease through contact with the public through airborne or contact transmission.

Physical Activity

Percentage of time (equaling 100%) during the normal workday the employee is required to:

Sit:	78%	Stand:	5%	Walk:	5%	Run:	
Squat:	2%	Bend:	2%	Twist:	2%	Lift:	2%
Kneel:	2%	Drive:		Climb:		Crawl:	
Reach above shoulder:		Other:					

Tools and/or Equipment:	Frequency		
	Occasional (01-33%)	Frequent (34-66%)	Continuous (67-100%)
Computer/Keyboard			X
Telephone/Voicemail		X	
Copy Machine/Printer	X		
Fax	X		

Repetitive Use of Hands and Feet:

	Not Required	Occasional (01-33%)	Frequent (34-66%)	Continuous (67-100%)
Simple Grasping			X	
Pushing / Pulling		X		
Typing / Data Entry			X	
Fine Manipulation			X	

Lifting and Carrying:

Weight to be manually lifted each normal workday. (Occasional 1 - 33%, Frequent 34 - 66%, Continuous 67 - 100%)

	Not Required	Occasional	Frequent	Continuous

Up to 10 lbs		X		
Up to 20 lbs		X		
Up to 35 lbs		X		
Up to 50 lbs		X		
Up to 75 lbs	X			
Up to 100 lbs	X			
Over 100 lbs	X			
Sensory Requirements:				
Essential Functions				
The ability to take and follow direction as tasks are assigned.				
The ability to come to work promptly and routinely.				
The ability to communicate clearly, timely and effectively.				
The ability to organize and complete clerical tasks.				
The ability to routinely work under stress and to deadlines.				
The ability to work well with others				
The ability to provide excellent customer service.				
The ability to comprehend daily activities.				
The ability to concentrate.				
The ability to learn, retain, and utilize knowledge, skills, and abilities.				

ACKNOWLEDGEMENT

I have read and understand the position description. I have reviewed all responsibilities and understand that these standards will be used as criteria for evaluating my performance.

I hereby acknowledge that I currently hold, or will obtain within the amount of time specified, all required licensure and certifications listed in the minimum requirements section of the position description. I understand that it is my responsibility to maintain the required licensure and certifications (as applicable).

It is further understood that these requirements may be modified to reflect changes necessary in departmental and/or city needs.

Employee's Signature: _____

Date: _____