

**CITY OF MARLETTE  
JOB DESCRIPTION**

**Job Title: Clerical Office Assistant**

**Department: Clerk Staff**

**Major Duties:**

- Assists customers at the counter and by telephone.
- Assist with monthly water bills and customers with shut-offs.
- Establish new accounts: accept deposits and fees and provides information regarding utility system policies, procedures, and changes.
- Resolve customers billing problems: arranges for payment plans, and maintains contact with water assistance agencies as needed.
- Assists with collecting water bill payments.
- Process new accounts, including accepting tap fees, charges, and deposits.
- Answer customer's questions regarding water bills, garbage collection, pavilion rental and other related duties as assigned.
- Process equipment rental report, pumpage reports (monthly and annually), and worker comp monthly reports.
- Register voters and other activities associated to voters registration and elections.
- Oversee cemetery management activities. Ensures related paperwork is properly complete, billing issues, payments are received, and records are properly maintained. Coordinates cemetery activities with Public Works, responds to general inquiries or special genealogy requests, and addresses problems.
- Oversee the billing process for a variety of services including Fire Authority billings, cemetery fees, bills to other governmental units, and others. Review the accounts receivable file regularly to identify overdue bills.

**Knowledge required by the position:**

- Knowledge of city and department policies and procedures pertaining to utility billing.
- Knowledge of water, sewer, and garbage collection rates and charges.
- Knowledge of computerized utility billing systems.
- Knowledge of basic bookkeeping practices.
- Skill in performing basic mathematical calculations, including cash transactions from utility customers.
- Skill in using a personal computer and various software programs.
- Skill in operating office equipment such as calculator, copier, facsimile machine, and two-way radio.
- Skill in interpersonal relations and being a part of the team.
- Skill in oral and written communication.

- **Guidelines:** Guidelines include City Charter, city ordinances and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.
- **Complexity:** The work consists of related customer service and bookkeeping duties. The need to deal with customers in stressful situations contributes to the complexity of the work.
- **Scope and effect:** The purpose of this position is to provide information and service to utility account customers. Successful performance helps ensure public satisfaction with the handling of utility accounts.
- **Personal contacts:** Contacts are typically with co-workers and general public. The contacts are typically to give and exchange information, resolve problems, and provide service.
- **Physical demands:** The work is typically performed while sitting at a desk or table, with the environment typically performed in the office.

**Minimum qualifications:**

- Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or the equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position.
- Perform other duties as required.