



**RURAL WATER DISTRICT #10**  
**POLICY & PROCEDURE**

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| <b>SUBJECT: Utility Clerk Job Description</b>                 |  |  |
| <b>NUMBER: 101</b>  | <b>ISSUE DATE:</b><br>April 13, 2021         | <b>EFFECTIVE DATE:</b><br>April 13, 2021 |
| <b>RESCINDS &amp; REPLACES:</b><br><br><b>August 10, 2018</b> | <b>AMENDS:</b><br><br><b>August 10, 2018</b> | <b>PAGE NO.</b><br>1 of 3                |

**Position Summary**

The purpose of the position is to perform a variety of utility billing services for Jefferson County Rural Water District #10 and assist with accounts payable, accounts receivable and general accounting functions.

The Utility Clerk is accountable to and receives final performance evaluation from Jefferson County Rural Water District #10 Board of Directors.

**Major Duties and Responsibilities**

The primary responsibilities of this position include, but are not limited to the following:

Utility Billing:

Billing:

- Coordinate with the Water Operator the meter read date and input into accounts
- Calculate customer bills, print and mail bills by the end of every month
- Send out disconnection notices for customer accounts that are past due
- Review customer accounts that are past due 45 days. Notify customer of past due amount and shut off date. Notify Board of Directors
- Bill for reconnection of services
- Create final bill requests for Water Operator to read meters. Calculate and print a final bill after receipt of the meter reading.
- Create new customer accounts

Collections:

- Daily enter payments into cash receipting (accounting software) from the drop box, mail and walk in customers
- Monitor payment arrangements. If customers do not make agreed upon payments, begin the water shut off process
- Process bank returned checks. Send NSF letters, reverse payment and make necessary adjustments to customer accounts
- If customer does not make a payment on the final balance, send notice.
- Prepare bank deposits

Customer Maintenance:

- Set up new customers for meters that have been installed due to new construction
- Change name and mailing addresses per customer requests
- Apply security deposit to account after 12 months of on-time payments
- Review customer requests for a leak credit, calculate credit and apply adjustment to customers account
- Update customer accounts for connection and disconnection of water meters

Reporting:

- Weekly balance cash receipts to cash receipt report for utility billing
- Complete month end reports
- Complete quarterly reports
- Complete year end reports

ACCOUNTS PAYABLE

- Process entry of invoices into the accounts payable system
- Process accounts payable for payment
- Mail checks
- File invoices

GENERAL ACCOUNTING

- Enter journal entries for deposits and payments
- Bank reconciliation
- Assistance with the budget spreadsheets and budget documents

**Education, Experience and Qualifications:**

- High school diploma or equivalent
- Proficient use of Microsoft word and Microsoft excel
- Knowledge of office equipment, typewriter 10-key calculator, copiers, fax machines, general office computer software (spreadsheets, databases, e-mail, etc.)
- Knowledge of office procedures and equipment
- Ability to manage and handle cash and check payments in an accurate manner
- Knowledge of office practices, including filing, record keeping, archiving of records and dissemination of records
- Ability to use sound judgment when screening and referring inquiries by phone or in person
- Ability to effectively and efficiently schedule and organize work
- Weekend and evening work required
- Demonstrated ability to interact with others, including co-workers and customers, is necessary
- Ability to communicate effectively with customers and co-workers in person, by phone an in writing
- High level of confidentiality is required
- Must not have any felony convictions and a fingerprint background check is required

**Physical Demands & Work Environment:**

**Physical Demands:**

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

While performing the duties of this job, the employee is frequently required to sit for long periods of time, and talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must have the ability to communicate in writing, on the phone, and by other electronic means.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision an ability to adjust focus.

**Work Environment:**

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

- The noise level in the work environment is usually moderate
- The work is predominantly performed in an office setting

The specific statements shown in each section of this description are not intended to be all-inclusive. This represents typical elements and criteria necessary to successfully perform the job.

**Benefits:**

This is a part-time position without benefits