

POSITION TITLE:

Village Clerk

GENERAL PURPOSE:

The Village Clerk will serve in an administrative and clerical capacity for the Village that is related to utility billing, customer service, records maintenance, organization, reporting and additional tasks as required.

SUPERVISION RECEIVED:

Works under the supervision of the Village Administrator.

SUPERVISION EXERCISED:

Will not be responsible for supervising others.

DUTIES AND RESPONSIBILITIES:

70% Utilities

Works with the Village Administrator to collect and input utility usage for the month in the utility billing software.

Open and close utility accounts in the utility billing software.

Search through monthly bills for unusually high water usage and report to customer and Village Administrator in case of a leak.

Send customer utility bills every month.

Issue customer notifications through the billing software as needed for water outages and boil orders.

Determine delinquent customers and prepare and distribute notifications of delinquency as well as be diligent in collecting delinquencies.

Maintain paper and electronic records of customers.

Assist water and sewer operators with records keeping.

Prepare deposit slip and take deposits to the bank every week.

Prepare monthly utility reports and submit to the Fiscal Officer for distribution to Village Council

Network with other municipalities and water departments to determine best practices as it relates to these duties.

25% General

Assist with the upkeep of the website and social media.

Maintain all correspondence via email, phone, and social media and work with appropriate staff on responses

Assist with recordkeeping organization at Village Hall.

Issue meeting notices for public meetings.

Provide support for grant writing and grant reporting.

Act as a representative to the Village for stakeholder meetings when other staff are unavailable.

Works with the Fiscal Officer to prepare the annual budget.

Prepares a variety of studies, reports, and related information for decision-making purposes.

Ensures that assigned areas of responsibility are performed within budget.

Maintain park schedule of events and post schedule at the park and on the website

Manage park reservations

Other duties assigned by the Fiscal Officer, Mayor, and Village Administrator within the scope of the duties described herein.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. Associates Degree preferred,
And
- B. Five years or more experience relating to government operations, customer service, accounting, business administration, and/or management,
Or
- C. Any equivalent combination of education and experience.

Desired Knowledge, Skills, and Abilities:

- A. Understand and carry out written and verbal instructions.
- B. Communicate effectively verbally and in writing with the public, and angry or difficult customers
- C. Ability to multitask, assign priorities, and stay organized.
- D. Ability to perform duties with minimal supervision.
- E. Knowledge of office equipment and extensive knowledge of computer programs and willingness to learn to new programs.
- F. Ability to make process improvements with consideration of cost saving measures.
- G. Ability to prepare and analyze comprehensive reports.
- H. Ability to carry out assigned projects to their completion.
- I. Ability to establish and maintain a working relationships with employees, village officials and the public.

SPECIAL REQUIREMENTS

- Valid State Driver's License; with good driving record, BMV check
- Consent to full background check
- Must be bondable

TOOLS AND EQUIPMENT USED

Office equipment such as scanner, copier, fax, computer as well as a pick-up truck, meter readers, and cleaning equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must frequently lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The primary work environment is in an office. Work will occasionally be performed outside in various weather conditions.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Supervisor Approval: _____

Appointing Authority Approval: _____

Effective Date: _____ Revision History _____