

Village of Greenfield
An Equal Opportunity Employer

JOB DESCRIPTION

*Specifications are intended to present a descriptive list of the range of duties performed by employee.
Specifications are **not** intended to reflect all duties performed within the job.*

Position Title: Utility Billing/Finance Clerk
Department: Water & Sewer Office, Finance, and City Manager Offices
Division: Finance, Water, Sewer, Administrative
Report to: Office Manager

JOB PURPOSE SUMMARY

Provides financial and clerical services for the Village of Greenfield's Water & Sewer and administrative offices under the umbrella of the Finance Department; performs day to day processing of fiscal transactions to ensure that municipal finances within the water & sewer office are maintained in an effective, up to date, and accurate manner; collaborate on fiscal activities; responsible for monitoring department activity in record retention; performs a variety of clerical duties (e.g. typing, data entry, filing, telephone technique, recordkeeping and bookkeeping).

PRIMARY FUNCTION

The following duties are typical for this job position. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices

1. Greet the general public, visitor, and business constituents in an efficient, professional and courteous manner; communicate, interpret and respond clearly and effectively as to spoken requests and/or written instructions.
2. Answer a high volume of calls and maintain a rapid response rate according to agreed standards.
3. Log information on calls received and maintains detailed and accurate records (e.g. work orders, turn-ons, shut-offs, meter checks, etc.).
4. Maintain and update continuously, by local knowledge and by local means, a log of the availability of service staff likely to handle inbound service and repair calls.
5. Monitor activities of consumer accounts for accurate meter reads.
6. Verify mathematical calculations, invoice monthly usage, receipt monthly payments, bookkeeping and recordkeeping of all fiscal transactions.

7. File records, open and processes incoming mail and performs other routine clerical tasks as assigned for the water & sewer office, City Manager, and the Finance Department as needed.
8. Maintain all account books and ledgers.
9. Print and distribute monthly financial reports.
10. Order & maintain relevant office supplies for effectiveness of all departmental office needs.
11. Operate a variety of standard office machines, including a personal computer and a variety of computer software, cash register, credit card machine, phone, printer, calculator, shredding machine and photocopy/scan/fax machine.
12. Establish and maintain effective working relationships with co-workers, supervisors, business constituents, consumers and the general public.
13. Maintain regular consistent and professional attendance, punctuality, and personal appearance; adherence to relevant health & safety procedures and quality management.
14. Pursue personal development of skills and knowledge necessary for the effective performance of the role.
15. Practice integrity, reliability and honesty in all fiscal and business transactions; projecting a positive company image at all times.
16. Work with co-workers as a team to ensure success.
17. Other duties as required and may be assigned

KNOWLEDGE, ABILITY AND SKILL

The following generally describes the knowledge, ability and skill required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Ability to demonstrate strong customer service tendencies.
- Competent in MS Office products and efficient in email and internet applications
- Skillful in typing, keyboarding, filing and calculator operation.
- Ability to calculate fractions, decimals and percentages
- Ability to prioritize, organize and plan
- Ability to assimilate data and maintain accurate records
- High accuracy in work, attention to detail
- Any combination of education, training and/or experience which evidences a basic realization of bookkeeping/recordkeeping and office practice & procedures.
- High School Diploma or equivalency required
- Proven oral and written skills required
- Ability to maintain confidentiality of subject matters
- The ability to travel if requested
- Payroll, billing, and/or Governmental finance experience a plus

PHYSICAL DEMANDS

The conditions herein 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 job functions.

- Sufficient physical ability and mobility to work in an office setting; standing or sitting for long periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push and/or pull light to moderate amounts of weight.
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer.
- Ability to view computer monitor and frequent alpha/numeric keyboarding.
- Oral communications over the phone and in person

VILLAGE POLICY/PROCEDURE COMPLIANCE

Follow all Village of Greenfield Codified Ordinances, policies and procedures as well as all local, state, and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights, and ADA.