

EAST MEDINA COUNTY SPECIAL UTILITY DISTRICT

Employee Job Descriptions As Adopted November 18, 2003

And

As Amended June 18, 2013

OFFICE CLERK

GENERAL

The Office Clerk receives and process customer meter readings and payments in accordance with District policies and procedures. Assists the Business Manager and Superintendent as needed. In addition, the Office Clerk helps with public reception and performs all other duties as assigned by the Business Manager. Reports directly to the Business Manager.

BILLING OPERATIONS

Posts customer payments and meter readings.

Requests meter readings on billed accounts.

Mails monthly bills to qualified customers.

Checks accounts and notifies customers of significant account discrepancies.

Retrieves information concerning account status at customer's request.

CASHIER

Maintains cash drawer and balances with daily receipts.

Receives payments, provides receipts, and makes change.

Prepares bank deposits as required

Maintains records of postage use.

ASSISTANCE

Provide assistance to the New Accounts and Transfer Clerk and Customer Accounts Clerk as needed to ensure smooth and continuous office operations.

Perform other office tasks as assigned by the Business Manager.

PUBLIC RECEPTION

Answers telephone, records messages, and ensures that the proper person receives the messages.

Greets and responds to anyone entering the premises and those on the telephone in a professional and courteous manner.

Responds to customer questions and complaints, directing them to the appropriate personnel when necessary.

REQUISITE KNOWLEDGE, SKILLS, ABILITIES AND ESSENTIAL JOB FUNCTIONS

Ability to interact well with co-workers and the general public.

Ability to process both cash and check/money order payments for service and make change as needed.

Strong organizational skills.

Strong attention to detail.

Maintain accurate accountability of all time worked.

Ability to work well under pressure and meet deadlines.

Ability to manage time effectively and efficiently.

Ability to kneel, squat and reach overhead objects in order to reach items above and below normal working height.

Ability to operate a variety of office equipment, including but not limited to, Windows based Computer, calculator, fax machine, various printers, and copy machine.

MINIMUM QUALIFICATIONS

Prior related job experience and/or demonstrated requisite knowledge, skills, and abilities.

Must pass pre-employment physical to ensure the ability to perform essential job functions and pre-employment drug screen.

ENVIRONMENTAL FACTORS

The work is mostly performed in an air conditioned/heated environment, but must have the ability to work in a dusty environment, such as a file room.

OTHER

Must be reliable in full-time attendance, punctuality, and completion of assignments.

Appearance and attire suitable for a professional business office.

Is available to work the required hours to fulfill duties and responsibilities.