

SENIOR CLERK WATER CUSTOMER SERVICE

DEFINITION: Under general supervision, performs work of moderate difficulty in a specific clerical field, or in a wide variety of general clerical tasks.

EXAMPLES OF DUTIES:

1. Answers questions regarding payments or account balances for internal and/or external customers.
2. Performs clerical duties associated with general billings, which may include utility billing, parking tickets, false alarms, metro tax and other miscellaneous billings as required by the division.
3. Uses mainframe and spreadsheet applications to record and reconcile billings and payments for correct data, mathematical accuracy, and adherence to City ordinances and procedures.
4. Communicates with customers, employers or other individuals to answer questions, gather information, reconcile discrepancies, handle complaints and facilitate collections.
5. May serve as the personnel/payroll clerk for a department/division and prepares or reviews a variety of personnel and payroll documents.
6. Gathers, assembles, tabulates, proofs, extends, balances, summarizes, and posts fiscal and related data.
7. Performs general office duties such as filing, typing, data entry, answering the phone, and sorting and distributing mail.
8. Operates a wide variety of office equipment including but not limited to, a multi-line phone, fax, copier, personal computer, and two-way radio.
9. Communicates with customers, employers or other individuals to answer questions, gather information, reconcile discrepancies, handle complaints and facilitate collections.
10. May assist in the training of clerical staff.
11. Performs related work as required.

Reports to: Customer Service Manager / Supervisor
Grade: 19

FLSA: Non-Exempt
Group: AFSCME 1058

KNOWLEDGE AND SKILLS:

Skill in performing basic bookkeeping practices and of basic arithmetic calculations as well as strong customer service skills.

Knowledge of office terminology and procedures, the operation of office equipment and machines and personal computers. Knowledge of MS Office Suite or other word processing, spreadsheet and data base software standard that may be adopted by City departments. Knowledge of business English, spelling and arithmetic. Knowledge of computerized timekeeping and payroll systems, as required by the position. Ability to maintain the confidentiality of communications, files and documents.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed primarily in an office setting and is essentially sedentary with occasional walking, standing, lifting, bending, or minimal physical activities carrying items under 25 pounds. Many tasks may have set deadlines and involve volume processing. Some driving may be involved.

TRAINING AND EXPERIENCE:

High School Diploma or G.E.D. Two (2) years of experience in office clerical work with experience in use of a personal computer, the MS Office Suite, and governmental software or any equivalent combination and experience.

NECESSARY SPECIAL REQUIREMENTS:

Possession of a valid Illinois Driver's License.

Ability to maintain reasonable and customary attendance.

Ability to work well with the general public.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.