

**TOWN OF FOUR OAKS
JOB DESCRIPTION**

POSITION TITLE: AMINISTRATIVE CLERK

SALARY RANGE: \$40,000 - \$42,000

GENERAL DESCRIPTION OF DUTIES

Under general supervision; functions as Utility Billing Clerk; handles and directs telephone calls; greet & assist visitors; performs tasks in operating and maintaining a computerized utility billing system; collects revenues; and performs various other duties.

DUTIES AND RESPONSIBILITIES

- Greets and assists visitors; answers inquiries from the public regarding town's functions to the public and other employees.
- Handles requests for services, complaints, and other public contact work
- Balances cash drawer each day and prepares bank deposits on daily deposits
- Manages utility billing accounts, including set up of new accounts, maintenance of current accounts and close out of terminated accounts.
- Collects fees for utility billing, permits and other municipal fees and posts payments to collections programs daily.
- Process & complete printing of monthly utility bills and prepare bills for mailing
- Prepares, researches, and maintains a variety of documents and reports relating to Water/Sewer, permitting, and safety standards.
- Assists with clerical work for Planning & Zoning
- Assist with maintaining official filling system and databases.
- Answers the telephone; works at public window; performs general office work.
- Reviews correspondence; distributes mail to appropriate department for action.
- Various errands: post office, bank and performs related duties as required.

- Acts as Safety Coordinator; coordinates safety standards as required by OSHA.
- Business License: Processes and mails annual notices, deals with business owners, and takes payments.
- Any other duties assigned.

SPECIAL REQUIREMENTS

Possession of a valid driver's license issued by the State of North Carolina. Must be able to use a computer including Microsoft Word and Excel, and phone. Ability to work well with the general public and fellow employees.

MINIMUM TRAINING AND EXPERIENCE

Graduation from an accredited high school with experience in typing, computer and general office practices, some experience in bookkeeping or accounting and governmental office work preferred. An equivalent combination of education and experience may be acceptable.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information; including exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to function in a clerical capacity for a group of workers; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to use, operate, and/or handle office equipment, such as a calculator, computer and printer, copier, and facsimile machine.

Verbal Aptitude: Ability to address public in courteous, polite, professional manner in a variety of situations. Greet customers in the office and on the phone and address problems with fairness and consistency.

Mathematical Aptitude: Requires the ability to apply theoretical and conceptual mathematical data and to make original applications of mathematical procedures using complex mathematical theories and conceptualizations.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, crawling, and may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds) to moderately heavy weight (20-40 pounds) occasionally. Tasks may involve extended periods of time at a keyboard or workstation.

Dexterity: Requires the ability to perform simple movements requiring moderate coordination, such as those required to operate office equipment.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PERFORMANCE INDICATORS

****The work performance of employees of the Town of Four Oaks is routinely evaluated according to the performance criteria outlined herein:**

Knowledge of Work: Has thorough knowledge of the methods, procedures and policies of the Town of Four Oaks as such to pertain the performance of the essential duties of Utility Billing Clerk.

Quality of Work: Maintains high standards of accuracy in performing duties and responsibilities; exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains quality communication and interaction with intra- and interdepartmental personnel, and any external entities with which position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in a manner to produce a quantity of work which consistently meets established standards and expectations.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides sufficient notice to Town Clerk with respect to vacation time and leave requests.

Cooperation: Accepts supervisory and managerial instruction and direction. Strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies

and procedures, etc. Suggestions and recommendations are offered to encourage and improve cooperation both intra- and interdepartmentally.

Relationships with Others: Shares knowledge with Department Heads and co-workers for mutual benefit; contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships, and external entities with which position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will; emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine; establishes priorities for the completion of work in accordance with sound time-management methodology; avoids duplication of effort. Estimates expected time of completion for work elements, and establishes a personal schedule accordingly; attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Controlling: Establishes and maintains a work environment, which is orderly and controlled. Has a clear and comprehensive understanding of established standards, methods, and procedures.

The Town of Four Oaks is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town of Four Oaks will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

****Not currently being implemented but included in this description
for possible future use by the Town of Four Oaks.**