



## **Utilities Clerk/Deputy Town Clerk**

### **Status:**

Non-exempt.

### **General statement of duties:**

Manages all utility billing for Town of Cedaredge utility customers, including creating bills, assisting customers with their accounts, and management of all Town property files and accounts. Performs a variety of routine and non-routine clerical tasks and secretarial work. Serves as Deputy Town Clerk and assists the Town Clerk in the execution of her/his responsibilities.

### **Supervision received:**

Works under the general direction of the Finance Director under established policies and procedures. At times, receives supervision from the Town Administrator and Town Clerk.

### **Supervision exercised:**

None.

### **Specific duties and responsibilities:**

The following are illustrative only and are not all-inclusive:

- Manages all utility accounts in the Town, including monthly billing, database management and customer relations. Will manage nonpayment shutoffs.
- Manages all property files, including vital records management and transfer procedures.
- Working with the Building Inspector, assists with building permits.
- Manages central files, including form creation and database management.
- Manages the main reception area and incoming phone calls, providing multiple services and resources to customers, often with administrative staff support and backup.
- Provides general clerical assistance for preparation of correspondence, statements, agendas, reports, memoranda, and other materials that can contain sensitive or confidential information.
- Assists citizens and others who call or visit the office; responds to various inquiries and provides information and/or referral of services and functions; advises citizens of Town policies and procedures; receives and handles complaints from a variety of sources; and when appropriate refers inquiries to department heads or the Town Administrator.
- Collects money for fees, fines, and utility bills, building permits, and other Town receivables.
- Manages security measures for Town Hall, including key lists and alarm code databases.

- Implements and recommends changes in routine office policy and procedures.
- Cross trains with the Town Clerk.
- Other related duties as required.

**Required knowledge, skills and abilities:**

- Excellent and above average customer service skills, with the ability to be helpful but remain firm to uphold Town policies and procedures.
- Exercise of initiative, independent judgment and effective skill in handling problems and concerns of citizens, explanation of Town policies and procedures to citizens, contractors, and others, within a fast-paced environment. Employee is expected to complete assignments without detailed review or guidance.
- Proficient computer skills with software including but not limited to the Microsoft Office and Google suites.
- Ability to communicate effectively both orally and in writing.
- Working knowledge of standard office practices, procedures and methods.
- Ability to maintain an effective and positive working relationship with other departments, elected officials, supervisors, employees and the public.
- Ability to maintain confidentiality required of Town business and on sensitive public issues.

**Required education and experience:**

- High School or equivalency and experience resulting in the required knowledge, skills and abilities.
- Three years of progressive, responsible office experience.

**Necessary special requirements:**

- None

**Hourly Wage:** \$19.21 - \$20.39/hour depending on experience and qualifications

**Available Benefits:** Health, dental, vision, AFLAC, retirement match, FICA match, worker's compensation, 11 paid holidays, golf greens fee privileges, Triad Employee Assistance program, vacation leave, wellness leave, premium time (after one year of employment), life insurance and long term disability. Please refer to the adopted Town of Cedaredge Employee Handbook for specific details.

Revised 6/2/2022 KC