

**JOB POSTING  
TOWN OF KENLY  
DEPARTMENT OF TOWN MANAGER'S OFFICE  
JOB DESCRIPTION**

Department: Town Manager's Office  
Job Title: Utility Clerk  
Position Number: TM23-003  
Classification: Part Time  
Reports To: Town Manager

**NATURE OF WORK**

Performs paraprofessional accounting and clerical duties for the Town under the supervision of the Town Manager and is responsible for a variety of fiscal duties and responsibilities. Work is performed in accordance with federal, state and local laws, and standard office procedures governing duty responsibilities.

Work is performed under the general supervision of the Town Manager and is reviewed through periodic conferences, observation of results achieved, review of documents, files, reports and records for accuracy, ongoing maintenance, completeness and compliance with applicable laws.

**ILLUSTRATIVE TASKS**

Tasks required of those in the position of Utility Clerk include, but are not limited to, the following:

- Responsible for using specialized utility computer systems for water / sewer utility billing, including calculation of bills, preparation of pre-billing estimates, forwarding all utility bills for mailing and running and distributing post-billing reports.
- Preparing a wide variety of financial and administrative reports, account reports, tax reports, and government reports.
- Ability to accurately track payments from various sources, such as in-person, telephone, online, drop box, post office box, web payments, ACH, etc.
- Performing a variety of miscellaneous billing, creates and mails invoices.
- Accurately processes and maintains water / sewer utility accounts and transactions.
- Receiving, completing and maintaining records of maintenance and inspection work orders.
- Accessing utility billing paperwork and computer database for customer billing records.
- Creating new utility accounts and setting up billing records in computer and in files, handling complaints and answering customer questions on utility billing.
- Updating meter reads, preparing daily list for meter reader, preparing work orders for maintenance and dispatching maintenance to utility calls.

- Processing paperwork and computer work necessary to close customer utility accounts, correcting bills and generating final bills and customer refunds.
- Posting late fees on utility billing system, calculating, printing, and preparing shut off notices.
- Balancing daily cash report with the Town's general ledger and preparing related reports.
- Receiving payments, balancing cash drawers and customer payments, and writing receipts for various departments.
- Answering telephone and directing calls. Receiving and directing visitors. Performing various clerical duties as needed.
- Preparing daily bank deposit.
- Responsible for monthly utility billing including entry of utility readings, preparing monthly bills, generating receipt of payments, and updating customer accounts.
- Preparing service orders for various Town services, including but not limited to, water service connections and disconnections; bulky item collection; meter re-reads; and communicates requests to appropriate department.
- Explaining utility policies and procedures to the public.
- Maintaining a wide variety of records and prepares a variety of fiscal reports for internal and external report requirements.
- Performing administrative support tasks such as answering phones, preparing and handling various types of correspondence, reports, ordinances, responding to public inquiries.
- Serving as the Town's Christmas parade chairperson; obtaining sponsors, entries, vendors; planning the route and parade order.
- Maintaining Town and social media websites and digital sign.
- Performing additional duties as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Employees in the position of Utility Clerk should have:

- Considerable knowledge of the organization and functions of municipal government.
- Considerable knowledge / ability in the use of calculators, computers and office software utilized in the performance of duties and responsibilities.
- Considerable knowledge of standard modern office practices and procedures.
- Considerable knowledge of principles of grammar, spelling, compositions and report preparation.
- Ability to exercise sound judgment in making decisions in conformity with laws, regulations and policies.
- Ability to communicate effectively and professionally with customers, other employees, and the public both in person, by telephone, and by email. Ability to prepare and compose written correspondence.

- Ability to read and interpret procedure manuals and ordinance documents.
- Ability to make arithmetic computations using whole numbers, fractions and decimals.
- Ability to establish and maintain effective working relationships with employees, Town officials and the public.
- Knowledge of principles and techniques of general ledger bookkeeping.
- High level of knowledge and proficiency in use of computers including Microsoft Office (Word, Excel, Access, One Note, Publisher), Adobe.
- Competency in financial and accounting management systems (preferably Logics)
- Possession of a valid driver's license issued by the State of North Carolina;
- Commissioned as a State of North Carolina notary public (or the ability to become commissioned).

### **MINIMUM REQUIREMENTS**

- Associate degree in business, accounting or a related field and at least 1 (one) year of experience in a similar position; a high school diploma or GED and at least 3 (three) years of experience in a similar position; or the equivalent combination of education and experience that demonstrates considerable knowledge and experience in office work and accounting functions.
- To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

The physical demands and characteristics of the work environment described herein are representative of those that must be met by an employee to successfully perform the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Work involves sedentary to light work in an office setting.
- There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds), perform the basic operational functions of climbing, kneeling, crouching, reaching, walking, fingering, talking, hearing and repetitive motions and other similar actions during the course of the workday.
- Considerable knowledge of the application of office hardware and software technology in the performance of a wide variety of job duties and responsibilities.
- Must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, calculator and do extensive reading.
- Ability to maintain focus and productivity while experiencing frequent interruptions from members of the public, telephone calls, and employee inquiries.

- Ability to work within a confined area and at a computer station for extended periods of time.
- The Town of Kenly promotes a drug free work environment using mandatory pre- and post-employment drug testing.

**Pay Range:**

Negotiable.

**APPLICATION DEADLINE:** Applications with attached resumes and cover letters will be accepted until 09/09/2022 or until position is filled. First review of applications will begin 09/12/2022. Submissions must include an application and be submitted to Kenly Town Hall, PO Box 519, 207 West Second Street, Kenly, NC 27542 or emailed to [jobs@townofkenly.com](mailto:jobs@townofkenly.com).

*The Town of Kenly provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*