



<b>Job Title:</b>	<b>Clerk II</b>	<b>Department/Loc:</b>	<b>Water Billing</b>
<b>FLSA Classification:</b>	<b>Non-Exempt</b>	<b>Date Drafted:</b>	<b>October, 2023</b>
<b>Reports To:</b>	<b>Customer Accounts Manager</b>	<b>Classification:</b>	<b>105</b>

**Position Summary**

The purpose of the class is to provide general customer assistance to individual and business utility customers. The class works according to set procedures under direct supervision.

**Position Responsibilities- Essential**

*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

*The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.*

- Provides general customer assistance to individual and business utility customers.
- Greets customers in a friendly manner.
- Conducts general clerical duties to include generating and analyzing excel, word and adobe documents.
- Receives and processes utility payments and other general fund payments.
- Opens new accounts.
- Answers phones; routes calls; answers questions; takes messages; responds to emails; and follows up with answers.
- Enters information into billing software and other electronic methods, requiring computer and/or typing skills.
- Prepares correspondence, bills, statements, receipts, or other documents
- Coordinates the utility billing process to include account set up, collection of set up fees, deciphering meter read discrepancies, billing adjustments, delinquency processing and cut-off lists, and account terminations.
- Maintains, proofreads, and processes records and forms.
- Responds to inquiries and emails; resolves customer complaints; researches issues and provides interpretations of rules and policies related to area of specialty.
- Receives money from customers; balances and prepares closeouts and reports; opens registers; maintains records and checks for accuracy.
- Determines and issues appropriate work orders to resolve customer issues.
- Answers general Utility and City -related questions and/or routes the customer to the appropriate contact.
- Understands and explains cross connection requirements and fees and can relay them to the customer.
- Understands and explains the City’s rate structure and can relay it to the customer.
- Understands and explains Set-Off Debt to affected customers.
- Understands and explains how the bills are calculated and can relay the process to the customer.
- Prepares required records such as time sheets, daily reports, cut-off lists, etc.

**Position Responsibilities- Non-Essential/Other**

- Other duties as assigned



### Essential Skills and Experience

- Requires computing or performing arithmetic operations using data or information.
- Requires speaking to customers to convey or exchange information of a general nature in a professional and friendly manner.
- Requires handling or using equipment requiring instruction or experience such as computers for data entry; fax, copiers, phone, or other similar equipment; postage machines; printers, adding machines and other service office machines to include such actions as changing toner and receipt paper.
- Requires performing semi-skilled work involving set procedures, but with frequent problems.
- Requires reading routine sentences, instructions, regulations, procedures, or work orders; writing routine sentences and completing routine job forms and reports; speaking routine sentences using proper grammar.
- Requires performing clerical tasks prescribed by standard practices but which may require computation, the use of several procedures and the use of independent judgements with obvious choices; requires normal attention for accurate results.
- Requires performing semi-routine work with occasional problems.
- Requires performing basic addition and subtraction.
- Requires reading simple sentences, instructions, or work orders; writing simple sentences and completing simple job forms; speaking simple sentences using basic grammar.
- Requires performing manual tasks prescribed by standard practices but which may require computation, the use of several procedures and the use of independent judgments with obvious choices; requires normal attention for accurate results.
- Proficient in Microsoft Office software
- Requires high school diploma or GED or specialized vocational training with 1-2 years practical experience in financial , customer Service and clerical work or equivalent combination of training and experience, which provides the knowledge, skills and abilities required.
- Must possess a valid South Carolina driver’s license.

### Beneficial Skills and Experience

- Requires over one year’s experience as Clerk I, or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

### Mental & Physical Demands- ADA Guidelines

**Physical Demands**

• Sit	Constantly	• Reach Above Shoulder	Occasionally
• Walk	Constantly	• Climb	N/A
• Stand	Constantly	• Crawl	N/A
• Handling	Constantly	• Squat or Kneel	Occasionally
• Reach Outward	Constantly	• Bend	Constantly

**Lifting Requirements**

• 10 pounds or less	Constantly	• 11-20 pounds	Occasionally
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- 21-50 pounds                      Occasionally                      • >100 pounds                      N/A
- 51-100 pounds                      N/A

**Pushing and Pulling Requirements**

- 12 pounds or less                      Constantly                      • 41 to 100 pounds                      N/A
- 13 to 25 pounds                      Occasionally                      • > than 100 pounds                      N/A
- 26 to 40 pounds                      Occasionally

**Definitions**

- **N/A**                      Not Applicable                      Activity is not applicable to this occupation
- **O**                      Occasionally                      Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- **F**                      Frequently                      Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- **C**                      Constantly                      Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

**ENVIRONMENTAL HAZARDS:**

The job risks exposure to no environmental hazards.

**SENSORY REQUIREMENTS:**

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking.

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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Print Employee Name                      Employee Signature                      Date Signed

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Print Manager/Supervisor Name                      Manager/Supervisor Signature                      Date Signed