



## CITY OF RAVENSWOOD BILLING AND LICENSE CLERK

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**JOB CLASSIFICATION:** This is a non-exempt, full-time, classified position with full benefits.

### SUMMARY JOB DESCRIPTION:

Under direct supervision of the City Clerk/HR Director, maintains the utility billing system(s) for the City by billing customers, collecting payments, providing information on accounts, collections, and bad debt accounts; updating the billing software database; greeting the public, and performs related duties as assigned.

### REPRESENTATIVE DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Computer data entry including sewer/water information; to include daily payment processing, adding new sewer/water customers, and changing billing addresses
2. Creates and mails monthly sewer/water bills to customers; enters water meter usage for residential, commercial, and industrial customers; calculates any necessary adjustments and/or charges; prints statements and bills; produces monthly reports to track payment history.
3. Provides customer services by answering telephones and directing the caller to the appropriate party; answers and directs incoming calls; assists the public with calls, reminder letters, property liens, small claims, etc.
4. Greets the public; answers questions and provides information to the public.
5. Perform related duties as required.
6. Processes requests for information pursuant to the West Virginia Freedom of Information Act.
7. Accepts and processes either compliments or complaints from the public related to City services.
8. Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
9. Compile, copy, sort, and file records of office activities, business transactions, and other activities.
10. Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.

11. Compute, record, and proofread data and other information, such as records or reports.
12. Review files, records, and other documents to obtain information to respond to requests.
13. Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
14. Deliver messages and run errands.
15. Troubleshoot problems involving office equipment, such as computer hardware and software.
16. Manage calendars related to the rental of City facilities.
17. Accept and review applications for licenses and permits, calculate appropriate fees, and receive payments.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

Knowledge of proper English, grammar, and spelling.  
Knowledge of proper telephone techniques.  
Knowledge of the functions performed by the various City departments.  
Knowledge of general accounting principles.  
Knowledge of the principles and practices of debt collections.

### **Ability to:**

- Skill in providing effective customer services to the general public.
- Skill in creating and maintaining manual and automated files.
- Skill in dealing with the public in a professional and courteous manner.
- Skill in maintaining a professional image.
- Skill in receiving and receipting cash receipts. (i.e., cash, checks and credit cards)
- Skill in using applications software - Microsoft Office (i.e., Excel, Word, Power Point, etc.)
- Skill in data entry.
- Skill in typing and 10 key a must
- Skill in operating office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to perform simple mathematical calculations.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

High School Diploma/GED

**Experience:**

Four years of experience in an accounting or computer data entry setting.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** This classification is in an office environment requiring mostly sedentary activities for the majority of the workday.

**Physical:** Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to lift, carry, push, and/or pull moderate to heavy amounts of weight; and to verbally communicate to exchange information.

**Fitness for Duty:** Applicants given a conditional offer of employment must undergo a physical examination by a physician designated by the City of Ravenswood. Applicants must meet the standards set forth in the City's hiring policy in relation to the essential tasks associated with this position.

**ACKNOWLEDGMENT**

I acknowledge that I have read the job description and requirements for the City License and Billing Clerk position and I certify that I can perform these functions.

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Applicant Signature

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Date

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Witness

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Date

\*Management has the right to add or change these duties of the position at any time.