



Job Title:	Utility Clerk & Lead Receptionist	Job Category:	Administrative Office
Department/Group:	Administration	Status	Non-exempt The federal Fair Labor Standards Act (FLSA)
Location:	200 Station Street East, Ashville, Ohio 43103	Travel Required:	No
Level/Salary Range:	Governed by Ordinance	Position Type:	Full-time
Reports:	Village Administrator	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Experience Desired	Posting Expires:	Click here to enter a date.
External posting URL:	http://www.ashvilleohio.gov/index.php?option=com_content&view=article&id=117&Itemid=54		
Internal posting URL:	http://www.ashvilleohio.gov/index.php?option=com_content&view=article&id=117&Itemid=54		

Applications Accepted By: Currently Not Vacant	
FAX OR E-MAIL: (740) 983-4703 or fchristman@ashvilleohio.gov	MAIL: Village Administrator, Village of Ashville, P.O. Box 195 200 East Station Street, Ashville Ohio 43103
Attention: Village Administrator	

Job Description

PRIMARY POSITION SUMMARY

Is a clerical position, which performs billing functions for the Utility Department and acts as the lead receptionist for the Village of Ashville, Ohio. These responsibilities will include computer data entry, data retrieval, data analysis, public relations and customer service.

ESSENTIAL JOB FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Work is performed with latitude for the exercise of independent judgment and action under the guidance of the Village Administrator and in accordance with village policies and in compliance with state and federal guidelines applicable law. Work is reviewed through meetings and reports for overall program effectiveness. The work assignment may be on a continual or intermittent basis. Other duties may be required and assigned.

Utility Clerk Function

- 1 Verifies monthly meter readings, enter readings into utility billing system, process and mail utility bills for all customers monthly.
- 2 Maintains and updates meter reading books and radio reads for all routes.
- 3 Updates and maintains customer accounts monthly including move-ins/move-outs.
- 4 Receives utility payments (cash, check and/or money order) by mail and in person.
- 5 Processes utility payments received; prepares payment deposits and forwards to finance director who takes prepared deposits to bank.
- 6 Enters payment deposits received at Village Office and Bank into utility billing system.
- 7 Balances monthly utility accounts receivable summary with monthly bank statement and forwards to finance director.
- 8 Archives monthly billing, payments and balance information in box and forwards to wastewater treatment plant for storage.
- 9 Balances cash box monthly (Maintain \$100.00 at all times).
- 10 Resolves customer inquiries and complaints on phone or in person; performs problem-solving activities with customers, utility workers and the Village Administrator.
- 11 Prepares utility work orders and forwards to service superintendent for utility maintenance; enter completed work orders into utility billing system and file work orders in service address file.
- 12 Maintains all utility files including all meter reading sheets, service address files and utility billing and payment forms and reports.

Lead Receptionist Function

- 13 Answers the telephone and greets visitors providing information, assistance, and directions, takes and delivers messages, monitors staff traffic and availability to take calls and visitors.
- 14 Retrieves, sorts and distributes incoming mail and faxes; prepares outgoing mail.
- 15 Assist Planning & Zoning Representative with distribution of building permit applications and collects fees and forwards to Finance Officer for permit issuance.
- 16 Coordinates the scheduling and fee payments for the park baseball field, shelter house, and Council Room.
- 17 Distribute alarm permit applications and collects fees and forwards to Finance Officer and update alarm permit list for Police Department.
- 18 Documentation and Office Support Function

Provides general office support under the supervision of the Village Administrator.

- 19 Distributes public information request forms and applications.
- 20 Prepares and maintains records, maintains files and filing system.
- 21 Provides for purchases for the department in accordance with approved purchasing policies and as instructed by the Village administrator/Mayor.
- 22 General Essential Functions

Provides positive customer services, external and internal.

- 23 Performs all duties in conformance with appropriate safety and security standards.
- 24 Maintain confidentiality in respect to all matters as governed by local Ordinance, State, and Federal Laws.
- 25 Flexibility in receiving and performing work assignments.
- 26 Works in a manner that emphasizes Continuing Quality Improvement.
- 27 Attend educational workshops or in-services, as needed.
- 28 Fosters an atmosphere of teamwork and collaboration by assisting co-workers and other departments as needed and directed.

OTHER DUTIES AND RESPONSIBILITIES

- 29 Perform special projects and related duties as required or assigned by the Mayor and/or Village Administrator.

Average of Score

The intent of this description is to provide a representative summary of the major duties and responsibilities performed by staff. Staff may be requested to perform job-related tasks other than those specifically presented in this description.

Ability and Interpersonal Communications:

INTERNAL: Ashville Staff, Fiscal Officer, Village Administrator, Mayor, Council and other Elected or Appointed Personnel.
EXTERNAL: Local Community (Ashville Residents), General Community (Residents outside of Ashville), and Phone Contacts.

- Ability to communicate effectively verbally and in writing using Business English (reporting and recording).
- Ability to use independent judgment, common sense, and professionalism in the performance of tasks.
- Ability to communicate effectively with immediate supervisor, other department heads, council, mayor, coworkers, police personnel, and other village personnel and contractors.
- Ability to accurately record and deliver information and meet deadlines.
- Ability to maintain good public relations with village citizens by responding to resolve questions regarding work performed and other related matters.
- Ability to process accounts receivable and collections experience to discourage delinquent accounts.
- Ability to use computer software for data entry, using MS Office, and the ability to use emails according to Policies and Procedures.
- Ability to maintain confidentiality of restricted information
- Ability to work under stressful conditions, to respond immediately to crisis situations and to balance priorities within and between offices/departments
- Ability to persuade, convince, influence, and train others; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.
- Assists coworkers and other departments as needed and directed

QUALIFICATIONS:

Minimum Qualifications:

- High school diploma or GED equivalent.
- Experience with various forms of communication, accounting, and general office skills.
- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and measure data.

Special Requirements:

- A valid Ohio Driver’s License
- CPR/First Aid certification or ability to acquire within six months.

Knowledge Skills:

- Emphasis in courses involving business arithmetic, clerical procedures, business English, bookkeeping, and key punch operations.
- Ability to enter and verify data in the computer quickly and accurately.
- Ability to keep cash accounts and financial records, including accepting payments from the public.
- Communicate effectively verbally and in writing; understand and carry out both written and oral instructions. Ability to write and speak clearly, making complex issues seem simple
- Ability to learn budgetary process and existing policies and procedures
- Maintain good working relations with the general public; receive and respond to citizen and intra-governmental complaints and concerns.
- Knowledge of office safety practices and procedures.

Physical Requirements:

Employee is in general good health able to perform essential job functions either unaided or with assistance of reasonable accommodations. This determination will be made on a case by case basis by management, for otherwise qualified persons who, because of an AD disability, are unable to perform the physical or mental requirements for the job. The physical demands listed are illustrative of demands most commonly imposed on the incumbent of this position. While performing duties of this job the employee:

- Ability to operate a variety of automatic office machines including typewriter, calculator, copier, and computer, fax machine, telephone system, etc.
- May sit for extended periods of time when operating office equipment.
- Ability to lift or move objects up to 20 pounds
- Ability to deal effectively with stress.

Work Environment:

Ability to work effectively in an office environment

Selection Guidelines

- Formal application, rating education and experience, oral interview and reference check. Job related testing may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related, or a logical assignment to the position
- The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.
- By signing below you agree to a waiver of any cause of action against the Village of Ashville if not communicated within six (6) months of termination from Village of Ashville employment.

EMPLOYEE UNDERSTANDING AND AGREEMENT

Reviewed By:		Date:	
Signature			
I understand, and will perform, the duties and requirements specified in this job description.			
Management Approval:	Village Administrator, Franklin Christman	Date:	
Signature			
Last Updated By:	Village Administrator in collaboration with Mayor & Fiscal Officer	Date/Time:	