

**POSITION DESCRIPTION
TELL CITY ELECTRIC DEPARTMENT**

POSITION: Clerk/Customer Service
WORK SCHEDULE: 7:00 a.m. - 4:00 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: MARCH 2024
DATE REVISED:

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Tell City provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Clerk/Customer Service for the Tell City Electric Department, responsible for preparing and maintaining various financial documents, such as Department payroll, and assisting the public.

DUTIES:

Provides daily customer service, including answering telephones and greeting office visitors, directing to appropriate individual or taking message as needed. Receives and receipts customer payments for monthly billings.

Prepares daily balance sheets, including payments received, uncollectible accounts, accounts receivable, and miscellaneous revenue.

Prepares and processes documentation including but not limited to customer service orders, lighting contracts, budget billing, returned payment notification, automatic clearing house payment set up, and miscellaneous customer communications.

Delivers and processes daily mail, including night drop items, delivers and receives paperwork from City Hall as needed and daily deposits for bank.

Posts and edits payroll weekly for employees, and processes vouchers for deferred compensation, taxes, and payroll amounts. Prints and distributes pay statements weekly.

Performs various clerical functions, including, but not limited to, logging and balancing new and refunded customers with monthly and quarterly totals; entering information for new customers and removing closed accounts; filing new applications for electric service and closed accounts monthly; updating monthly life support list; and making copies for call out employees and police on cutoff day.

Prepares and processes information related to uncollectible accounts and communication with collection agency.

Prepares and processes payment, reconciliation and information associated with credit card payments and communication with credit card agency.

Prints and reconciles daily 811 alerts and provides to meter crew.

Processes new wage, tax and deferred compensation related forms for all employees.

Assists System Engineer, Technical Services Foreman, Engineering/Billing Services Technician and various staff in maintaining Department and TCED records.

Assists Engineering/Billing Services Technician with billing work as required or needed.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Ability to meet all Department hiring requirements, including passage of medical exam and drug test.

Working knowledge of standard office policies and procedures, and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of basic computer terminology and related software.

Knowledge of basic accounting procedures, with ability to balance daily drawer, calculate department payroll, and other calculations as required.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to operate standard office equipment, including computer, typewriter, calculator, fax machine, postage meter, vehicle, copier, and telephone.

Ability to compare or observe similarities and differences between data, people, or things.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.

Ability to plan and layout assigned work projects and apply knowledge of people and locations.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to occasionally work extended hours, weekends and/or evenings and occasionally travel out of town, sometimes overnight.

Possession of a valid Indiana driver's license with demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs a variety of duties according to service needs of the public. Incumbent receives general supervision with assignments guided by broad policies and/or general objectives, referring to supervisor when interpretations of department policies and programs are thought necessary. Periodically, decisions are made in the absence of specific policies, and/or guidance from supervisor. Errors in work are detected or prevented through standard bookkeeping checks. Undetected errors could lead to loss of money to department.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, Meter Crew, Line Crew, and the public for purposes of exchanging information.

Incumbent reports directly to Office Manager.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting/walking at will, standing/walking for long periods, lifting/carrying objects weighing less than 25 pounds, crouching/kneeling, keyboarding, speaking clearly, bending, reaching, hearing sounds/communication, and handling/grasping objects.

Incumbent occasionally works extended hours, weekends and/or evenings and occasionally travels out of town, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Clerk/Customer Service for the Electric Department describes the duties and responsibilities for employment in this position. I acknowledge that I

have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee Signature

Date

Print or Type Name