

**City of Owensville**  
**Position Description**

**Department:** Administration  
**Reports To:** City Administrator  
**Date:** June 17, 2019

**Position Title:** Utility Cashier Clerk  
**FLSA:** Non-exempt

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**Purpose of Position**

Responsible for receiving utility payments, answering phone, directing calls, greeting city hall visitors, acquires and distributing mail. This position interacts regularly with the public, customers, businesses.

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

**Essential Duties and Responsibilities**

- Works with Water Utility to physically disconnect customers for non-payment and reconnect customers for payments receipt. Compiles list of utility customers for disconnection.
- Opens and closes City Hall and checks drop box for payments.
- Enters and calculates utility payments, receives payments by check, cash, charge, prepares refunds, processes deposits.
- Answers telephone calls assuring for professionalism and courtesy.
- Greets customers assuring for the best possible public relations for the City.
- Answers customer inquiries and completes follow-ups where necessary assuring for accuracy of information and timeliness.
- Receives applications and building permits and distributes them to appropriate city personnel.
- Writes work orders for Public Works to maintain or repair water or street related issues.
- Generates City Collector report. Collects all revenues, runs daily collection closeout reports, making transfers to cash subsystems and bank deposits.
- Maintains responsibility for generating various collection-related reports assuring accuracy.
- Manages merchant and liquor license requests, business license, dog and peddler licenses.
- Receives and processes building permit applications, permits for excavating, licenses for Utility Vehicles.
- Receives funds and posting payments to the appropriate transaction codes, assuring accuracy and timeliness for utility payments, Posts payments to accounts.
- Maintains responsibility for closing out transactions at the end of each day, accounting for the accuracy of the total amount of daily receipts for collections terminal. Balances drawers and funds.
- Maintains and updates an accurate awareness of the various fees, procedures, and schedules of operations of the collections department.
- Assists with opening, sorting incoming and outgoing mail to include interdepartmental correspondence accuracy and timeliness.
- Reports unsafe work equipment, workstations, practices and procedures, and follows the City's safety policies.

- Attendance is an essential function of this position.

### **Additional Tasks and Responsibilities**

- Processes payments for the Court system as needed in the absence of Court Personnel.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school education or G.E.D. and six to twelve months related experience or training; or equivalent combination of education and experience.

### **Preferred Training and Experience Required to Perform Essential Job Functions**

High school diploma or G.E.D.; twelve months related experience or training; or equivalent combination of education and experience.

### **Other Requirements – Certificates/Licensures**

Valid driver's license.

### **Knowledge, Skills, Abilities**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to compute rate, ratio, and percent and to draw and interpret various graphs.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to handle customers who are upset and in difficult situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge of City geography, routes, and most expeditious methods of delivering notices.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

### **Supervision**

None.

### **Physical Demands**

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is exposed less than one-third of the time to conditions such moving mechanical parts; fumes or airborne particles; outside weather conditions. The noise level in the work environment is usually moderate.

The City of Owensville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

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\_\_\_\_\_

Supervisor

Date

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\_\_\_\_\_

City Administrator

Date

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