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## OFFICE CLERK

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Department: Administration  
Reports To: City Clerk/Finance Director

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### Position Summary

Under supervision of the city clerk/finance director, the office clerk performs a variety of clerical and accounting duties in maintaining and billing utility usage accounts, and keeping current, updated records of all utility customers within the city of Garnett. The employee in this position maintains the computer files and is responsible for utility fees and money collected. The utility billing clerk follows prescribed policies and procedures, and once responsibilities are defined little supervision is required.

### Examples of Work

- Maintains the computer files and enters meter readings and account information;
- Enters maintenance information to customer accounts on the computer;
- Accepts payment of utility bills through the mail or over-the-counter;
- Bills all utilities and sends out utility invoices, delinquent notices and termination notices;
- Collects wiring and tap fees, zoning fees and recreation fees and prepares receipts;
- Posting utility receipts and miscellaneous revenues;
- Assists with answering the phone;
- Other related duties as deemed necessary or as required.

## **Position Requirements**

Experience: One to three years of computer operator experience is required. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well after six months to one year in the position.

Education: High school diploma or GED. Coursework in accounting and computers helpful.

Skills: Knowledge of computer entry and basic bookkeeping. The ability to use tact and work well with utility customers. The ability to operate a computer, typewriter, calculator, and other related office equipment.

Problem Solving: Limited problem solving exists in this position. Problems include customer accounts to determine if an error has been made or if a leak may exist causing a high meter reading, locating posting and billing errors and computer malfunctions.

Decision Making: Limited decision making exists in this position. Duties follow prescribed policies and procedures. Decisions include whether to send out service orders to check for meter leaks.

Accountability: Employee is responsible for daily utility receipts and fees collected. Employee does not participate in the annual department budget process.

Supervision: Little or no direct supervision is provided and job related decisions are reviewed by the city clerk/finance director. Employee does not have supervisory responsibility over subordinate personnel.

Personal Relations: Frequent contact with other city departments and continual contact with the general public.

Residency: The employee working in this position is required to reside within Anderson County.

Working Conditions: No adverse working conditions exist in this position.