

**MAJOR FUNCTION**

This is responsible clerical work in processing utility orders and various other clerical functions in the Utility Business and Customer Services Department. Work is performed under the general administrative direction of the Utility Accounts Officer.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Transmits and receives utility orders, separates, puts them in order on the machines, and transmits to Service division for action. Codes new electric, gas, and water meters for correct rates; and makes change-outs in appropriate account books. Assists in mailing of all utility bills, final bills, and pre-bills. Calls gas orders in to Underground Utilities Department. Assigns new account numbers for all new services, and enters notations of servicemen in proper file locations. Makes corrections on addresses of consumers, prepares invalid consumption reports, makes necessary corrections, orders meters reread, and reviews and makes corrections on deposit updates. Reviews and updates billing on primary meters, cablevision, monthly street lighting, City pumping stations, and interruptible gas meters. Updates cash reports forms and various other clerical and account-keeping functions. Performs related work as required.

**Other Important Duties**

Completes special projects as assigned. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of the rules, policies, regulations, and procedures involving utility billing, charging, and account keeping. Considerable knowledge of the principles, practices, procedures, and equipment used in modern office management. Some knowledge of modern record keeping, bookkeeping, and reporting methods. Ability to plan, organize, and perform work independently. Ability to understand and follow complex oral and written instructions. Ability to prepare clear and concise written reports. Ability to communicate effectively with other departments and supervisory personnel. Ability to operate related technical equipment and a microcomputer and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and one year of experience in a clerical position, preferably as it relates to utility billing and accounting systems; or an equivalent combination of training and experience.

Established: 01-18-90

Revised: 04-13-04\*

02-19-10\*