

JOB TITLE: Utility/Financial Assistant

DEPARTMENT: Administration, City of Monticello

JOB SUMMARY: This position is responsible for processing and maintaining various financial records for city utility accounts.

MAJOR DUTIES:

- o Processes city utility bill transactions, including accepting, receipting, posting, balancing, and depositing payments; balances cash drawer daily.
- o Prepares utility bills for customers, including transferring meter readings, auditing reports for high or low consumption, and printing bills.
- o Processes all utility account service requests: establishes and initiates new service accounts, enters data to computer, receives deposits, adjusts accounts as appropriate, prepares requests for termination of services, and issues deposit refunds.
- o Responds to all inquiries concerning customer bills, adjustments and delinquent accounts; may negotiate payment arrangements on delinquent accounts.
- o Compiles data and prepares routine financial reports; prepares various reports and completes surveys as required.
- o Answers the office telephone and monitors two-way radio communications; greets customers.
- o Assists the public by answering questions and resolving problems related to utility services offered by the city.
- o Performs duties as Assistant Clerk as required.
- o Assists other department staff as needed.

## Utility/Financial Assistant, Administration

Page 2

- o Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of city and departmental policies and procedures.
- o Knowledge of general accounting and bookkeeping practices.
- o Knowledge of modern office practices and procedures.
- o Knowledge of relevant state and federal laws.
- o Knowledge of computerized systems for maintaining financial records.
- o Skill in maintaining accurate records and preparing reports.
- o Skill in performing basic mathematical calculations.
- o Skill in utilizing such office equipment as a computer, typewriter, calculator, facsimile machine, and copier.
- o Skill in interpersonal relations.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The City Clerk assigns work in terms of general instructions. Completed work is reviewed for accuracy and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include accepted accounting and bookkeeping practices, relevant state and federal laws, and city ordinances, policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related bookkeeping and clerical duties.

**SCOPE AND EFFECT:** The purpose of this position is to assist with the maintenance of financial records for city utility accounts. Successful performance helps ensure that utility customers receive services and are accurately billed.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, other city employees, OMA representatives, and the general public.

Utility/Financial Assistant, Administration

Page 3

**PURPOSE OF CONTACTS:** Contacts are typically to exchange information and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting, standing, walking, or stooping.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY OR MANAGEMENT RESPONSIBILITY:** None.

**MINIMUM QUALIFICATIONS:**

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with having had a similar position for one to two years.