



Town of Wytheville

Job Opening

Job Title: Accounting Clerk III – Utility Billing Clerk

Full Time with Benefits

DEPARTMENT: Finance

FLSA DESIGNATION: Non-Exempt

POSTED: 09/16/2024

Position Pay Range: \$34,590 to \$49,875

Actual Compensation Depends on Education and Experience.

POSITION SUMMARY: The **Accounting Clerk III – Utility Billing Clerk** performs routine clerical, administrative, and data processing work in utility billing. Performs administrative work in answering phones, receiving and cashing monies, interacting with the public and other public services.

→ **A Complete Job Description is attached. Please review the full list of Tasks and Responsibilities.**

REQUIRED MINIMUM QUALIFICATIONS: Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing. OR any equivalent combination of education and experience, with additional experience substituting for the required college level training or a year for year basis.

Necessary Knowledge, Skills, and Abilities:

- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- Skill in operating listed tools and equipment.
- Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions; ability to work with angry or difficult customers.

HOW TO APPLY: Employment applications are available online at <https://www.wytheville.org/employment>, or by visiting the Lobby of the Town Municipal Building at 150 E. Monroe St., Wytheville, VA. Please submit completed applications via email to: human.resources@wytheville.org, in person, or by USPS mail to: Department of Human Resources, Town of Wytheville, P.O. Box 533, Wytheville, VA 24382.

CLOSING DATE: Applications must be submitted by 5:00 pm on 9/30/2024 to be considered.

The Town of Wytheville is an Equal Opportunity Employer

JOB DESCRIPTION

ACCOUNTING CLERK III – UTILITY BILLING CLERK

Department: Finance (Town of Wytheville)
FLSA Designation: Non-Exempt
Worker's Comp Group No.: 054
Effective Date: September 11, 2024

GENERAL PURPOSE

The **Accounting Clerk III – Utility Billing Clerk** performs routine clerical, administrative, and data processing work in utility billing. Performs administrative work in answering phones, receiving and cashing monies, interacting with the public and other public services.

SUPERVISION RECEIVED

Works under the general supervision of the Town Treasurer.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- Downloads computer files or gathers records such as meter readings, meter numbers, MIU numbers, etc. to compile needed data.
- Enters information into computer or computes amounts due.
- Prepares water and sewer bills.
- Posts transactions to accounting records such as work sheet, ledger, or computer files.
- Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests.
- Processes meter reading data; prepares and sends utility bill file to third party printer to be mailed; maintains current customer account files; assists in reconciling utility billing activity with the general ledger.
- Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints.
- Receives the public and answers questions; responds to inquiries from citizens and others and refers, when necessary, to appropriate persons.
- Serves as second cashier for collection of Town taxes and fees.
- Answers in-coming calls and routes callers or provides information as required.
- Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment

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schedules, customer follow-up account research, preparing liens and write-offs, appearing in court to testify on behalf of Town, when appropriate.

- Sends auto-draft file to bank for monthly utility billing.
- Processes deposits for Recreation Department, Pool, Meeting Center, Museums, and Police Department.
- Processes Age Credits and Veteran Credits annually for tax tickets.
- Receives certification on the DMV website in order to release DMV Stops.
- Prepares daily deposit.
- Provides clerical support to other Treasurer office staff as required.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing. OR any equivalent combination of education and experience, with additional experience substituting for the required college level training or a year for year basis.

Necessary Knowledge, Skills, and Abilities:

- Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.
- Skill in operating listed tools and equipment.
- Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions; ability to work with angry or difficult customers.

Special Requirements:

None.

TOOLS AND EQUIPMENT USED

Personal computer, 10-key calculator, phone, fax and copy machines.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

Physical Demands While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigations; driving records; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Approval: _____ Date: _____
Department Head Town Manager

Revision History: January 1998, November 2013, August 2024.
Previously titled Accounting Clerk III – Receptionist

Employee Signature: _____ Date: _____

HR Use Only:
Date Received: _____ HR Rep Initials: _____ Effective Date: _____