

# **BATESVILLE WATER UTILITIES**

Position Description

**POSITION TITLE:** Office / Customer Service Clerk

Exempt (Y/N): No  
DATE PREPARED: February 12, 2024

DEPARTMENT: Utilities Administration  
SUPERVISOR: Office Manager

## **SUMMARY**

The incumbent is responsible to operate drive through window; answer telephone; enter Batesville Water Utilities payments in computer; take deposits for new customers; track bad debts; post delinquent accounts to have service cut off; filing; make daily banking deposits, and other related duties as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may also be assigned.

1. Answer phones and radios.
2. Wait on drive through customers.
3. When counter is busy, offer help when available.
4. Open and sort mail.
5. Learn to set up new services, new connects, disconnects, and transfers.
6. Take deposits for new customers.
7. Learn to make adjustments for credit and debit memos when there is a problem.
8. The Office / Customer Service Clerk is responsible to make sure the payments and deposits are processed daily if the primary Office is absent.
9. Open night deposit payments; work up 24sort payments and balance cash drawer.
10. Learn to make daily bank deposits for Batesville Water Utilities.
11. Learn to process internet payments.
12. Learn to process EFT Electronic payments and bank drafts.
13. Enter and file new bank draft customer information.

14. Help take care of returned checks and returned drafts.
15. Check for un-posted transactions daily.
16. Help keep track of Rockmoore's new customers and disconnects.
17. Work with service technician on delinquent accounts to have service cut off.
18. File new customer service applications after entering in the computer.
19. Check deposit book when full to make sure all are entered correctly.
20. During slow times, Office Clerk may be asked by others in the office to assist with other duties.
21. Perform other related duties as required or assigned.

**RESPONSIBILITY FOR FUNDS, PROPERTY, EQUIPMENT, ETC.:**

\$5,000 to \$150,000

**SUPERVISION RESPONSIBILITIES**

None.

**EDUCATION AND EXPERIENCE**

High school diploma or GED plus specialized training and/or additional college courses.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bi-Lingual is a plus.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate and percentage.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**INTERNAL COMMUNICATIONS**

Regular contacts within the department, Billing Clerks, Meter Readers, Office Manager, and other departments as needed.

**EXTERNAL COMMUNICATIONS**

Regular contacts with vendors, citizens, banks, and outside representatives as needed.

**USE OF EQUIPMENT AND/OR COMPUTERS**

Must be proficient in the use of a personal computer, calculator, copier, phone, computer fax, radio, shredder, electric letter opener and other standard office equipment.

**OTHER SKILLS AND ABILITIES**

Ability to utilize both internal and external resources to obtain information and data necessary to carry out routine assignments and special projects. Must have ability to establish and maintain effective working relationships with management and staff.

**PHYSICAL DEMANDS**

The physical demands 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 and expectations.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to talk or hear.

The employee is occasionally required to stand; and sit. The employee may occasionally lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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.