

# **TOWN OF DAYTON**

## **Utility Clerk Job Description**

**Position Title:** Part-time Utility Clerk (not a benefits eligible position)

**Hours:** Corresponding to Town Hall hours as specified by the Dayton Utility Service Board unless pre-approval, not to exceed 30 hours per week.

**Supervised by:** Dayton Utility Service Board/ Dayton Town Council

**Job Summary/Essential Duties/Responsibilities:**

Perform office duties in the daily operation of the Town office.

Receptionist at town hall that greets every person pleasantly and treats him or her with dignity and respect.

Maintain office professionalism at all times.

Answer telephone and assist in customer service and public relations activities.

Take messages for council and staff as needed.

Handle cash, check, credit card, and online (Invoice Cloud) payments.

Prepare deposits and submit reports of deposits to town banking account to Clerk-Treasurer.

Enter payments to customer accounts in Keystone.

Establish new accounts, process change in service, track customer deposits and payments, prepare receipts, calculate meter deposit refunds and amount of final bill when customer terminates service, and properly record and document.

Prepare monthly Utility billing and delinquency and shut-off notices.

Preserve confidentiality of utility account information and share timely and accurate account information with only the Utility Service Board or their designee.

Coordinate with Town Manager/Utility Superintendent to download meter readings and send to utility billing company.

File and maintain correspondence, records, and official documents.

File, maintain, and safeguard town utility records.

Learn and utilize proper procedures as specified by the Indiana State Board of Accounts.

Respond to correspondence under the direction of the Town Council.

Assume additional responsibilities as directed by the Utility Service Board/ Town Council.

General housekeeping tasks in town hall.

This is not intended to be an all-inclusive list.

**Minimum Requirements:**

High school diploma or GED equivalent with specialized coursework, training, or work experience in general office practices such as filing, accounting, bookkeeping and word processing

Knowledge of computer systems and office equipment and possess general troubleshooting skills with working knowledge of Microsoft Outlook, Word, and Excel.

Ability to learn Keystone Accounting program.

Ability to make independent decisions in accordance with laws, regulations, ordinances,

and established procedures.

Ability to handle cash, accurately make change, and balance cash drawer.

Ability to accurately complete required data entry and reports.

Ability to create and balance bank deposits with Customer account entries.

Must be able to read, write, and communicate in fluent English and possess excellent writing skills using proper grammar, spelling, and punctuation.

Must practice the highest of ethical standards and professionalism in person, over the telephone, via email, and on social media.

Must pass drug and alcohol testing.

Must pass criminal background check.

Must possess ability to be bonded.

Resident of the Town of Dayton preferred.