

CITY OF WILLIAMS

The City of Williams seeks an entry level Account Clerk for its Finance Department's utility billing operations. The successful applicant will have training and experience in cashier's duties, including making change and balancing cash drawer daily; proficiency in using a 10-key calculator, computer, and Microsoft Office products. Required will be skill and ability in providing excellent customer service. The beginning salary range is \$12.95 - \$17.00/hr. This is a regular, full-time position with generous benefits that requires standing and sitting for extended periods of time.

Please send completed City of Williams application and your resumé to skerley@williamsaz.gov. by November 6, 2015. Go to www.williamsaz.gov for application and job description. Phone 928.635.4451 x203 with questions.

**City of Williams
Position Description
(Grade 5)**

Summary of Position

Performs account-keeping clerical duties at City Hall and provides excellent customer service to all callers and customers.

Organizational Relationships

1. Reports to: Account Clerk II
2. Directs: This is a non-supervisory position
3. Other: Offers accounting/bookkeeping/clerical services to the Finance Department, and works closely with City personnel and the general public.

Essential Duties

- Provides excellent customer service to those who visit or telephone and elevates complex issues.
- Performs cashier duties, including receipt of utility payments, balancing cash drawer daily; balancing and posting daily receipts and preparing daily bank deposits.
- Processes and maintains changes in customer names, addresses, account status or meter locations from service orders.
- Detects abnormal metering information, determines need for rereading or investigation, and creates appropriate service orders.
- Prepares second notices for past due accounts and service disconnect notices; processes monthly invoices for trash pickup or use of transfer station.
- Provides meter location information ; assists in maintaining customer accounts and processing service orders.
- Researches and compiles account histories of consumption patterns and past service calls to assist in resolving disputed billing or service maintenance inquiries.
- Performs other related duties as requested, directed, or assigned.

Job Knowledge, Skills and Abilities

- Knowledge of basic bookkeeping and billing practices.
- Knowledge and skill in contemporary office practices, procedures, equipment, and clerical techniques.
- Knowledge of standards and methods of customer account maintenance.
- Understanding the effect of seasonal weather and activity variations on utility consumption and ability to explain this clearly to utility customers.
- Skill in performing varied arithmetic computations and tabulations quickly and accurately.
- Skill in computer and 12-key calculator/adding machine operation and in using Microsoft software, including Excel and Word.
- Skill in providing excellent customer service.
- Ability to maintain timely and accurate records.
- Ability to understand and complete moderately complex oral and written instructions.
- Ability to recognize metering abnormalities in relation to past consumption patterns, seasonal variations, and other pertinent factors, and to reach reasonable conclusions.
- Ability to establish and maintain civil, pleasant, and effective working relationships with other employees and the general public.
- Ability to work with high degree of accuracy.
- Ability to stand or sit for extended periods, to reach across counter repetitively, and to see details on computer screen and printouts.
- Completion of high school with courses in computer usage, bookkeeping, and some accounting **required**.
- Experience in service dispatching, telephone systems and office equipment desirable.

General Information

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.