



JOB DESCRIPTION

UTILITY DEPUTY CLERK

Position: Part-time Employee
Hours: As needed
Classification: Hourly

GENERAL RESPONSIBILITIES

Performs responsible administrative and administrative support work for the Clerk Treasurer, Town Manager, and Town Council.

SPECIFIC RESPONSIBILITIES

1. Responsible to go through every step of the payment process every day.
2. Take deposits to the bank.
3. Pick up mail daily:
 - a. Set aside utility payments.
 - b. Set the rest of the mail on the clerk treasurer's desk.
4. Answer phone calls and questions related to the water utility. If anything, else, the Utility Clerk Treasurer will handle.
5. Responsible or running penalties, disconnections, and notices, etc. Everything must be initialed and approved by the clerk treasurer before anything is done.
6. Responsible for updating information in billing software when there is a change in residence and collecting any outstanding bills and give all residents' names to the clerk treasurer so he/she can apply a deposit, if applicable.
7. Responsible for all final billing processes and must give names of all residing residents.
8. Run all monthly reports:
 - a. Aged trial balance 30/60/90 & over call and/or send letter to collect balances due.
 - b. Customer with codes and meter reading.
 - c. Checking routes, highlighting with notes and give to clerk treasurer.
9. Must give all collected monies to the clerk treasurer for him/her to receipt in fund, as the utility clerk will take deposits to the bank and initials deposit slip.
10. Responsible for the rental of the town hall and must be cleaned and inspected after all rentals; count tables and chairs after all rentals and note on rental form.
11. Responsible for correctly typing up all minutes from the town board meetings.
12. Must clean bathroom on Mondays.
13. Must take out trash be on Fridays.
14. Must sweep floors every week.



OFFICE PROTOCOL

1. Must always act professional within the office.
2. Must greet customers in a friendly manner (i.e., “hi” and “thank you”)
3. Must be always courteous to all customers (i.e., Not being rude to customers, and escalating problems will be handled by the clerk treasurer)
4. Will wait on customers at the office door. The door must be always locked, and no customers are allowed beyond the office door.
5. Cell phones must be turned **off** while doing any work in keystone software and:
 - a. While counting money
 - b. While figuring your deposit
 - c. While posting payments in keystone
 - d. While imputing meter reads
 - e. While downloading meters to flash drive to read
 - f. While importing meters back into keystone
 - g. While calculating utility bills
 - h. While running utility bills
6. Cell phones may be turned on after work is finished.
7. Minimal talking may be done within the office. (i.e., a few minutes at a time) Constant talking should be avoided to provide concentration on responsibilities.
8. May temporarily stop work if employees are in the office, and resume work after employees leave.
9. Must wait for the clerk treasurer to finish conversation with other persons before asking questions to the clerk treasurer.
10. No one inside the office without the clerk treasurers’ permission.
11. Must keep an attitude of confidentiality (i.e., “what happens in the clerk’s office stays in the clerk’s office). If information is shared outside of the office, the Town Clerk has the right to immediately terminate.
12. Must direct residents to call the office during normal working hours. Conversation should not be had outside of normal working hours.
13. Smoking/vaping is not permitted in or around office.
- 14. The clerk treasurer will be made aware of everything that always goes on in the office either verbally or by text.**

SCHEDULE

- a. Utility clerk hours are Monday – Thursday from 9:00 am to 4:00 pm and Friday from 9:00 am to 12:00 pm with a 1-hour-lunch totaling 27 hours per week being part-time.
- b. This schedule will be followed unless the clerk treasurer requests a different work shift.
- c. Requests for time off must be made in a week in advance. Working during after-hours is not permitted, unless approved by the clerk treasurer.