

**CITY OF CLARKSTON  
UTILITIES CLERK  
POSITION DESCRIPTION**

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**TITLE:** UTILITIES CLERK

**FLSA STATUS:** Non-Exempt

**DEPARTMENT:** Finance/Records

**UNION:** 1476-C

**GENERAL PURPOSE:**

Under direct general supervision provides accounting and administrative support and assists the City Clerk/Treasurer in a variety of routine and specialized clerical, financial and record keeping functions.

**SUPERVISION RECEIVED:**

Works under the direct supervision of the Finance & Human Resource Specialist.

**SUPERVISION EXERCISED:**

None.

**ESSENTIAL JOB FUNCTIONS:** *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge and skills. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Perform a variety of both routine and specialized clerical, financial and record keeping duties, including, but not limited to:
  - Answering phones
  - Receiving the public
  - Providing customer service
  - Cashiering
  - Data processing
  - Utility billing functions
- Supports the relationship between the City of Clarkston and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors and City staff.
- Promotes City goals and priorities in compliance with all policies and procedures.
- Prepares council agenda, attends council meetings and records minutes in the absence of the clerk/treasurer and Finance & HR Specialist.
- Assists public with interpretation of regulations and ordinances.
- Back-up customer service and cashiering support. Receives and records payments and other budgetary transactions.
- Prepares and processes monthly utility billing for sanitation and stormwater systems.
- Maintains utility software system and updates customer utility account information.
- Calculates and maintains utility rate changes in computer billing system.
- Works with customers to resolve usage issues that impact their billing.
- Processes ACH direct debit payments for utility customers.
- Maintains sanitation and yard waste cart records.
- Researches and resolves customer inquiries, adjustments and account problems.
- Calculates and provides payoff information in a timely manner for property sales, foreclosure and proceeding bankruptcies.
- Generates refunds for credit balances.
- Administers delinquencies by generating late notices, filing and releasing liens, and establishing payment arrangements.

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- Generates special and recurring reports for use in budget preparation, rate setting and other purposes as needed.
- Processes NSF (non-sufficient funds) payments for utility accounts.
- Ensures accurate accounting of financial transactions, balancing of accounts, journals, etc.

**OTHER JOB FUNCTIONS:**

- Approves and issues city business licenses.
- Issues dog licenses.
- Acts as Licensed Notary Public.
- Other duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent.
- Bookkeeping, accounting or college degree preferred.
- Three years paid responsible, full-time bookkeeping and clerical experience with at least two years providing responsible, professional administrative support, preferably with a government agency.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Working knowledge of computers and electronic data processing.
- Working knowledge of Microsoft Office Suite, including but not limited to:
  - Word
  - Excel
- Working knowledge of modern office practices and procedures.
- Skill in the operation of office tools and equipment, including but not limited to:
  - Printers, scanners, copiers, faxes
  - Ten-key calculator
  - Postage machine
- Ability to perform cashier duties accurately.
- Ability to provide excellent customer service in a professional and cooperative manner.
- Ability to communicate effectively verbally and in writing.
- Ability to establish and maintain cooperative relationships with those contacted during the course of work, both with public and with co-workers.
- Ability to quickly and accurately perform duties in a fast-paced office environment that includes frequent interruptions.
- Ability to handle stressful situations.
- Knowledge of general and municipal accounting procedures.
- Knowledge of Washington State BARS accounting system.
- Knowledge of Vision Municipal Services software preferred.
- Ability to maintain effective accounting procedures.
- Ability to exercise independent judgment and make sound decisions.
- Ability to interpret complex regulations, ordinances, and statutes.
- Ability to work independently and to organize and prioritize work.

**TOOLS AND EQUIPMENT USED:**

- Multi-line telephone system
- Personal computer, including various specialized software, including word processing and spreadsheeting.
- Copy machine and printers
- Fax machine
- Base radio
- Ten-key calculator

