

**POSITION:** UTILITY CLERK  
Reports to: Finance Officer  
FLSA Status: Full-time, Non-exempt  
Pay Grade: 10

**SUMMARY:** The **Utility Clerk** processes utility bills and payments, assists customers with utility related questions and inquiries, and provides general administrative and clerical support.

**ESSENTIAL FUNCTIONS:**

**1. Utility Billing**

- Read and record all utility meters on monthly basis; drive City vehicle to read meters electronically
- Prepare utility bills and adjustments; process utility payments and other revenues
- Track overdue accounts; prepare shut-off lists; process shut off payments and hook-up fees
- Prepare inserts or notices to send with monthly utility bills
- Respond to customer inquiries regarding water service, meters, and billing
- Prepare reports used to maintain and track utilities
- Process service requests; prepare work orders; dispatch service crews
- Manage utility accounts; prepare final notices as needed

**2. General Administrative**

- Provide administrative support and assistance
- Provide customer service on the telephone and in-person, assisting customers, accepting payments, answering questions, etc.
- Handle or refer problems and situations as they arise
- Take mail to post office daily; take deposits to bank daily
- Send NSF letters and payments as needed

**OTHER FUNCTIONS:**

- Provide back-up to Assistant Finance Officer regarding building permits, service calls, etc.
- Assist with elections and absentee ballots as assigned
- Assist with City sponsored events
- Perform other duties, projects and tasks as may be required to assure the success of City operations and services

**QUALIFICATIONS AND REQUIREMENTS:**

**1. Education and Work Experience**

- High School Diploma or GED required; some college preferred
- Two or more years previous cashier, teller or bookkeeping experience required

**2. Skills, Knowledge and Abilities**

- Must have strong customer skills, in person and on the phone, and with customers and co-workers
- Must have strong math skills; able to calculate figures and amounts quickly and accurately
- Must have strong skills with office equipment, including calculator, computer, spreadsheet, and accounting and/or utility software
- Must have strong organizational skills and attention to detail
- Must be able to follow routine verbal and written instructions; able to express ideas clearly

**3. Physical Capabilities**

- Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 20 pounds at a time.
- Must be able to operate normal office equipment, review work products, file and retrieve files

**4. Additional Requirements**

- Valid driver's license

**NOTE:**

- The City of Canton is an Equal Opportunity Employer, and will consider applicants for all positions without regard to race, religion, creed, color, national origin, genetic information, sex, age, disability, political affiliation, marital or veteran status, or any other basis prohibited by South Dakota or federal law.
- In accordance with the American's with Disabilities Act, the City of Canton will consider reasonable accommodations for qualified individuals with disabilities.
- This position description is intended to provide a fairly comprehensive and accurate description of the position, but it will not cover all aspects, details or tasks required. Other functions, responsibilities and requirements may be assigned, and this position description may be changed at the direction of the City Commission at any time.

**ACKNOWLEDGEMENT:**

I have read this position description and will do my best to effectively perform the functions and responsibilities required.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

I have reviewed this position description with the individual identified above, and will do my best to provide effective direction and support so this employee can be successful in his/her performance.

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date