

CLASSIFICATION SPECIFICATION**CITY OF AVON**

An Equal Opportunity Employer

TITLE: Utilities Billing Clerk 1**Page 1 of 2**

JOB RESPONSIBILITIES: Under general supervision, prepares and mails water and sewer bills; sets up new accounts; **Performs other related duties as required** *coordinates administrative processes related to back flow*; receives and responds to inquiries or complaints; performs other clerical tasks in order to assist with the efficient operation of the office.

QUALIFICATIONS: Coursework, training, work experience, or equivalent combination:

Completion of secondary education (high school or GED), supplemented by courses in typing, computer operations, general accounting, and offices practices and procedures, or equivalent.

LICENSE, CERTIFICATE, OR REGISTRATION REQUIREMENTS:

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
50-65	1. Prepares and mails bills for water, sewer, vacant lots, and past due accounts; sets up new accounts.	1. Knowledge of (1) basic accounting, (2) department policies and procedures,* (3) office practices and procedures; ability to (4) carry out instructions in written, oral, or picture form, (5) deal with problems involving several variables within familiar context, (6) calculate fractions, decimals, and percentages, (7) prepare accurate documentation, (8) maintain records according to established procedures; skill in (9) computer operation <i>including all related programs</i> .
25-35	2. Communicates with customers regarding billing inquiries, complaints, or adjustments; <i>coordinates administrative processes related to back flow function of departmental operations</i> ; sets work orders for employees working in the field; contacts contractors regarding new accounts.	2. Knowledge of (2),* (3); ability to (4), (5), (10) define problems, collect data, establish facts, and draw valid conclusions, (11) communicate effectively, (12) develop and maintain effective working relationships, (13) typing, (14) use of modern office equipment, <i>(15) resolve complaints, (16) travel and gain access to work site.</i>

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10-15	3. Performs other clerical tasks in order to assist with the efficient operation of the office (e.g., types correspondence, prepares miscellaneous bills, maintains tap-in fee ledger, prepares periodic water usage and sewer reports, etc.).	3. Knowledge of (1), (2),* (3); ability to (4), (5), (6), (7), (8), (10); skill in (9), (13), (14), (16).

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Developed by Clemans, Nelson & Associates, Inc.
Dublin, Ohio 43017

Approval Date _____
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