

OTTAWA COUNTY POSITION DESCRIPTION

Job Title:	Billing/Clerical Specialist I
Reports to:	Administrator, Sanitary Engineering Department
Job Status:	Classified FLSA Non-Exempt Full Time
Salary Range:	\$15.69 - \$19.61 Hourly Rate

Job Summary

The Billing/Clerical Specialist I position assists in coordinating water and/or sewer billing for the Sanitary Engineering Department and performs other office and clerical related duties as required.

Essential Knowledge, Abilities and Skills, Education

- High school graduate or equivalent
- Minimum two years formal education and/or experience in financial record keeping, computer billing procedures, office business practices, composing written correspondence and typing
- Possess good customer service skills
- Ability to communicate effectively with others, knowledge of correct grammar, spelling and punctuation
- Ability to follow written and oral instructions
- Knowledge of personal computer operation and related software applications including basic level Microsoft Word, Microsoft Excel, e-mail, as well as accounting
- Ability to multi-task
- Ability to handle confidential information
- Must be able to meet deadlines and work under pressure

Essential Functions of the Position

1. Assists with preparing water and/or sewer billing notices
2. Assists with preparing and recording payments
3. Daily pay-ins and other receipts to the bank and Treasurer's office
4. Assists with operating three software packages for billing, receipting and reading
5. Operates & maintains equipment necessary for billing
6. Handles customer service through verbal and written communication
7. Updates computer billing files and maintains all electronic files
8. Assists with balancing and tracking all electronic payments
9. Assists with updating water & sewer end of the month reports
10. Assists with maintaining bank account(s)
11. Researches other County offices to insure correct property owners, addresses and property usage of customers
12. Interprets and applies department rules and regulations
13. Maintains hardcopy and electronic customer files
14. Assists with the Annual Marina Count and Annual Tax Certification
15. Assists with tracking Sheriff Sales and Bankruptcies
16. Assists with creating and revising the Billing Manual and the Radio Read Manual
17. Assists with general clerical duties as required
18. Uses computer systems to assist in compiling information and/or create documents relating to customer transactions
19. Uses spreadsheet software to keep financial records and process documents involved in financial transactions
20. Assists in the preparation and processing of a variety of monthly, quarterly and year-end reports

21. Assists with assembling, preparing and entering into computer a variety of data, some of which may be confidential

Job Location

Work is performed in the Sanitary Engineer’s Office at the Ottawa County Courthouse; may require occasional travel for training purposes.

Equipment Used

Computers, Fax Machines, Calculators, Printers, Scanners, Shredders, Copier, Phones

Physical Requirements

The physical requirements of this position include sitting, standing, reading, talking, as in a general office setting. However, the employee must also be able to lift or move files/supplies weighing up to 20 pounds.

Critical Skills/Expertise

- High school graduate plus college courses in business, accounting or management information systems.
- 1 to 3 years of financial record keeping experience, or appropriate combination of education and experience

Other Responsibilities

Other related administrative functions and responsibilities as assigned for the purpose of ensuring the efficient and effective operation of the department.

Ottawa County is an Equal Opportunity Employer/Drug Free Workplace. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGMENT

“I acknowledge that the above description is a representation of the major duties and responsibilities of this position. I understand the responsibilities and expectations and have been given an opportunity to seek clarification if and when I do not understand.”

Employee’s Signature

Date

Employee’s Supervisor’s Signature

Date