



JOB DESCRIPTION

Title: Part-Time Utility Clerk/Office Assistant

Department: Administration

General Description:

Deals with the general public both in person and via telephone, answering inquiries, handling complaints, and providing routine general information concerning town services and operations. Receives cash and deposits, verifies amounts, and records receipts and prepares funds for deposits. Under general supervision of the Finance Officer. This position will consist of 20 hours per week.

Essential Job Functions:

- Responds to telephone inquiries and complaints
- Receives payments and assists in balancing cash taken in
- Processes deposits and refunds
- Processes utility bills and delinquent notices
- Completes work orders for coordinated water/sewer department activities
- Helps in solving utility billing customer accounts
- Assists walk-in customers with billing inquiries. Processes work orders when customers request to verify readings, leaks, etc.
- Inputs various data into computer using based word processing software
- Performs customer service work
- Performs cashiering and customer service duties by receipting incoming deposits and payments from departments, customers, and the mail; provides assistance to the public in a pleasant and courteous manner; balances cash drawer according to procedures and prepares deposits according to bank specifications; prints reports and reconciles payments.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

Minimum Qualifications:

Knowledge, Abilities and Skills:

- Knowledge of business English and spelling
- Knowledge of arithmetic
- Knowledge of office practices and procedures
- Ability to understand and follow oral and written instructions
- Ability to make arithmetic computations and tabulations accurately and with reasonable speed
- Ability to learn assigned clerical tasks readily and to adhere to prescribed routines
- Skill in the use of data input

Education and Experience:

High school graduation or possession of an acceptable equivalency diploma. One (1) year of general clerical experience including the use of various computer programs such as Windows, Excel and other basic programs. (A comparable amount of training, education, or experience can be submitted for the minimum qualifications).

Compensation:

The hiring rate is based on experience.

To Apply:

Applications can be picked up and turned in at the Spruce Pine Town Hall – 11050 S. 226 Hwy Spruce Pine, NC 28777. Call (828)-765-3000 for any questions. The application is also available at the website – www.townofsprucepine.com/employment

Applications accepted until position is filled.

The Town of Spruce Pine is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the Town of Bronson provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.