



Job Posting: Utility Office Clerk (Part-Time)

Job Description:

Title: Utility Office Clerk

Department: Utility Office

Supervisor: Utility Office Manager

Type of Position: Part-time with no benefits

Hours: 40 hours/bi-weekly, M-F, 8 am to 4 pm, Non-exempt

Overtime required: Occasionally

Purpose of Position:

This position will perform office-related duties, such as, but not limited to, answering questions from the public, filing information and documents, handling payments, and using computer software. The Utility Office Clerk is responsible for water, electric, trash, stormwater and accounts receivable. A successful applicant will be capable of working in a team environment, having strong analytical skills, problem-solving abilities, and attention to detail.

General Duties and Responsibilities:

The general duties and responsibilities of the Utility Office Clerk include but are not limited to the following activities:

- Operating metering and billing software.
- Preparing customer utility bills.
- Receiving and processing payment from customers.
- Maintaining worksheets of utility sales records and balance sheets.
- Entering work orders on customer accounts.
- Ordering office supplies.
- Opening and closing of Utility Office.
- Balancing cash drawer, making bank deposits.
- Greeting customers in a professional manner and providing positive customer service.
- Answering and responding to phone calls from customers in regards to general questions, service requests, and concerns.
- Conducting duties as required as related to Grovelawn Cemetery and Five Star Storage.
- Assisting with on-call for cemetery administration.
- Preparation, attending and typing of minutes of occasional evening meetings as required.
- Coordinating and effectively communicating orally and in writing with co-workers, the Town Manager, other Town Departments, contractors, vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.
- Attending all trainings and meetings as required.
- Maintaining strict confidentiality regarding Town issues.

This position requires occasional minimal lifting with occasional standing, bending, and carrying.

Employee may also have to fill other duties as assigned by the Utility Office Manager and Town Manager. This position will be subject to all the rules, policies, and operating procedures established by the Town, as they may be amended from time to time. Employee maybe required to work from home during normal work hours due to COVID restrictions or other circumstances. On rare occasions employee may be required to work weekends or after-hours during times of emergency or high work volumes.

Job Requirements:

- Applicants must have a high school diploma or equivalent. Higher education or training preferred, but not required.
- Applicants must have computer experience in Microsoft Word, Outlook, and Excel.
- Applicants must be eligible to be bonded.
- Preferred applicants will have 1 year or more of experience working with the public.

To Apply:

Interested applicants are invited to submit a resume to the Utility Office Manager by 4 pm on Monday, May 16, 2022. Resumes and/or applications can be mailed to the Town of Pendleton, 100 West State Street, P.O. Box 230, Pendleton, Indiana 46064 or emailed to info@town.pendleton.in.us.

Salary is based on qualifications and Salary Ordinance.