

## **Financial / Office Clerk**

**Summary:** Performs clerical, secretarial, bookkeeping, accounting, and administrative work in answering phones, receiving the public, providing customer assistance, data processing, utility billing, and accounts payable.

**Supervision Received:** Works under the general direction of the District Manager and Finance Officer.

**Supervision Exercised:** None

**FLSA Status:** Full-time, Non-Exempt

### **Essential Functions:**

#### **1. Duties and Responsibilities**

- Receives and effectively handles telephone calls and citizen visits concerning utility billing city services; handles questions and responds to citizen complaints and coordinates with water/sewer and parkways departments regarding concerns
- Processes work orders for utility connections, disconnections, reconnections, new orders
- Processes meter reading data; prepares and mails utility billing; maintains current customer account files
- Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn on orders, establishing and monitoring payment schedules, customer follow-up account research.
- Present professional appearance and attitude at all times and maintains a high standard of customer service.
- Maintains contractors' bonds and ensures all contractors filing for building permits have bonds filed
- Develops and maintains official documents and records, including procedures, ordinances, resolutions, contracts, agreements, etc.
- Responsible for accounts payable per established procedures.
- Assists in the annual audit; providing all documentation to auditors; works with auditors to ensure compliance efforts.
- Must maintain confidentiality of work related information and materials.
- Assists in maintaining annual safety awards.
- Assists in preparing and reporting of safety meetings.
- Other duties as assigned by District Manager.

### **Qualifications and Requirements:**

#### **1. Education and Work Experience**

- Minimum of graduation from high school or GED certification
- Graduation from an associate's degree or undergrad program or work equivalent preferred
- Or an equivalent combination of education and experience to enable the person to accomplish the tasks of this position

#### **2. Skills, Knowledge and Abilities**

- Excellent written and verbal skills, including effective communication skills is required
- Must be proficient with office technology, and able to effectively use a variety of applications including Word, Outlook, Excel, and internet, as well as accounting, payroll and utility software
- Must have excellent organizational skills, being able to multi-task
- Must have ability to meet deadlines
- Must have effective interpersonal skills, with the ability to adapt to various situations and people

### **3. Physical Capabilities**

- Work is primarily performed in a normal office setting. Hand-eye coordination is necessary to operate computers and various pieces of office equipment, with occasional lifting and/or moving up to 25 pounds.
- Must be able to operate normal office equipment, file and retrieve files.
- The ability to move about inside the office to access file cabinets, office machinery, etc.
- Regularly required to remain stationary, use hands to handle or feel, reach with hands and arms, and occasionally required to stand, walk, stoop and crouch.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Vision abilities required for this position include extended periods of computer monitor viewing, close vision and ability to adjust focus.

### **Work Environment:**

- The work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

### **NOTE:**

- Dakota Dunes Community Improvement District (CID) 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, veteran status, or any other basis prohibited by South Dakota or federal law.
- In accordance with the Americans with Disabilities Act, Dakota Dunes CID 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 District Manager and Board of Directors at any time.
- This position description does not constitute an employment agreement between the employer and employee.