

# Job Description

## City of Palmyra

The purpose of this form is to clarify expectations of a job for incumbents and job candidates. This form describes the expected role of a person in a job, but it is not an employment contract. Each job description should be checked annually in a collaborative effort of the incumbent and supervisor to be sure it is still thorough and accurate. If the ongoing responsibilities of a job change significantly, then either the incumbent or the supervisor can initiate a change in the job description at any time. For new positions, a job description should be created prior to recruiting candidates to fill the new position. A complete set of job descriptions is located in City Hall. A specific job description is available to all incumbents, those who supervise that position, and potential job candidates.

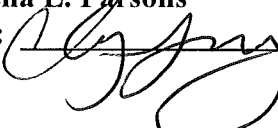
**Position title:** Office Clerk/Utility Billing

**Department:** City Hall

**Exempt/non-exempt status:** Non-exempt (eligible for overtime)

**Job description most recently created, updated, or checked when:** 10/8/2026

**Updated or checked by (who):** Deena L. Parsons

**Approved by Personnel Committee:**  **Date:** 10-9-26

**Primary purpose of position:**

All aspects of utility billing and collections  
Provide direct service for citizens who enter or contact City Hall  
Provide administrative support to City departments

**Reporting relationship:**

City Clerk  
Supervisor's Title

o

o

o

Office Clerk & Utility Billing  
Position Title

## **Main responsibilities:**

### **Customer Service:**

Greet and provide cheerful, respective, and responsive customer service to citizens, vendors, and any other individuals contacting the City of Palmyra.

### **Utility Billing:**

Prepare and send monthly utility bills regarding electric and water usage to new and present customers. Track and implement change orders to stop, start, re-read, or change ownership of utility use at a location.

Handle utility deposits and refunds, delinquent notices, and posting of daily payments into the Receipt Management system. Keep track of all outstanding meter deposit checks and process them accordingly. For severely delinquent accounts, implement charge-off procedures to document loss. Calculate utility usage for all city facilities that receive free utility services such as City Hall and the Nutrition Center.

Answer citizen questions regarding utility billing. Provide credit references for former residents denoting their credit worthiness regarding utilities. Prepare work orders to repair broken meters.

Provide administrative support to the Building Inspector concerning the issuance of building permits, occupancy permits and the issuance of any other type of applications/permits needed for this department to function **as it relates to the utility billing software**.

Provide information and support for utility rate studies.

Provide support for other towns when needed.

Assist customers with help and extensions for their utility bills.

Provide support to the Board Superintendent with meter and usage information.

### **Support to Parks and Recreation Department:**

Refer citizen or group use of City facilities such as the arena, Sesquicentennial Hall, saddle club, show barns, swimming pool, and shelter houses to the Parks & Recreation Department. Bill appropriate events for electric and water usage .

### **General Responsibilities:**

Assist the City Clerk and Deputy City Clerk as needed.

Respond to and forward citizen requests for yard waste removal, stump removal, street light repair, tree trimming, etc. to the appropriate department through work order module.

Monitor and record other receivables meter deposits, biodegradable testing for industries, garbage fees, and KVA bills regarding electrical transformers.

Assist in collecting incoming mail from the Post Office and delivering outgoing mail to the Post Office. Monitor postal permit costs and obtain funds from the City Clerk to cover usage as needed.

This job description does not list all possible duties. The Utility Billing Clerk will be required to follow any other job-related instructions and to perform other job-related duties requested by the City Clerk.

**Work Environment:**

Most work hours are spent indoors in an office work environment. Typical work hours are 9-hour days, Monday through Thursday and 4-hours on Friday, but upon request, may include an occasional evening meeting.

**Job Qualifications:**

High School or GED completion required.

Some college coursework in business, finance, computer applications, accounting, or a related field preferred.

**Experience:**

2-years accounting, computer work, or customer service work experience preferred; public service experience preferred; cash handling skills preferred; and more than 2-years of related experience preferred.

Proficiency in Microsoft including TEAMS is preferred.

**Knowledge, Skills, and Abilities:**

Teamwork; discretion with confidential information; pleasant positive attitude and interpersonal skills; integrity; clear speaking skills; business writing skills; listening skills; telephone skills; computer skills for work processing; problem solving skills; the ability to multi-task; and the ability and patience to work with citizens of all ages.

**Equipment typically used in this job:**

Computer, fax, telephone, copier machine, calculator and/or adding machine, and folding machine.

**Physical requirements:**

Ability to hear conversational speech

Sit comfortably for long periods

Ability to approach counter for eye-level conversation with citizens

Ability to reach, pull, or lift 25 pounds

Able to get up and about work area quickly

Dexterity for office equipment

Speak clearly

**Certifications, training, or licenses required:**

Bonded (position involves direct contact with citizen money or valuables)

Notary public certification required

**Training and development recommended:**

Initial training includes orientation to the City features, structure, procedures, billing process, payroll procedures, and staff. Ongoing training may include topics such as computer skills, customer service, municipal regulations, accounting, tax laws, or personnel topics.