

# CITY OF MANISTEE

## Utility Billing & Accounts Receivable Clerk

### Position Announcement

The City of Manistee is seeking a motivated and versatile full-time Utility Billing & Accounts Receivable Clerk & to serve in a variety of capacities at City Hall.

Primary responsibilities include customer service and support, utility billing, accounts receivable, cashiering, answering phones and clerical support. Activities include a full range of office duties including assisting the public, bookkeeping, reconciliations, scheduling, filing, records management, application and transaction processing. Additional specialized tasks pertaining to reporting, minute taking and document imaging.

The successful applicant will possess high-level customer service skills, excellent written and oral communication, exemplary computer ability, organization and office management skills, understanding of accounting principles, initiative and adaptability. He or she will have attention to detail, willingness to learn new skills and tasks and a proven track record of improving organizational efficiency and effectiveness.

High school diploma required. Associates or Bachelor degree strongly preferred or a substantial combination of education and experience which demonstrates the knowledge and ability to perform the work.

Starting wage range \$18.30 to \$20.36 commensurate with experience and background. Full and competitive benefits including health insurance and deferred compensation plan.

Interested applicants should submit an application, cover letter, resume and references by September 20. Materials shall be delivered to the City Clerk's office or emailed to [ebradford@manisteemi.gov](mailto:ebradford@manisteemi.gov) with **Utility Clerk** as the subject line.

The City of Manistee is an Equal Opportunity Employer.

## **CITY OF MANISTEE JOB DESCRIPTION**

**JOB TITLE:**            **Utility Billing / Accounts Receivable Clerk**

**CLASSIFICATION:**    Non-Exempt

**SUPERVISED BY:**    Chief Financial Officer

**SUPERVISES:**        No supervisory responsibilities

**POSITION SUMMARY:**

Under the supervision of the CFO, functions as Utility Billing/Accounts Receivable Clerk providing internal and external customer service, and administrative support. Performs accounting, bookkeeping, cashiering and clerical tasks including the processing of water, sewer, refuse and miscellaneous receivables billing for City customers and the recording and balancing of customer accounts on a monthly basis. Performs a full range of office duties including billing, filing, records management, transaction processing and public assistance. Additional specialized tasks pertaining to reporting, minute taking and document imaging.

**ESSENTIAL DUTIES AND JOB FUNCTIONS:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1.     Provides clerical and administrative support, including but not limited to preparing correspondence, record management, document processing, document imaging, filing, covering the counter, special projects, preparing reports & reviewing documents.
2.     Provides customer service and cashiering at the Treasurer and Clerk counters.
3.     Processes water, sewer, and refuse billings for system customers on a monthly basis ensuring accurate and timely billing. Data enters all meter readings, reviews data for irregularities and omissions, computes and verifies totals and prepares bills and second notices for mailing. Balances the cash drawer daily and prepares deposits.
4.     Responds to requests from other departments, entities, and supervisors for information regarding current and historical billings and accounts receivable documentation and reports.
5.     Processes shut off notices for nonpayment and follows up with the Water Department to ensure timely shutoff and turn on. Working within departmental guidelines and procedures, assists customers in establishing payment schedules.

6. Prepares work orders for the Water Department for water billing situations and as requested by customers to ensure accurate billing.
7. Responds to water, sewer and refuse billing inquiries made by phone and in person, providing necessary forms, reviewing paperwork, and taking appropriate action to resolve questions or concerns. Notifies supervisor of potential problems.
8. Assists in processing accounts receivable invoices and receipts.
9. Processes receipts from the boat ramps and City marina.
10. May assist various boards and commissions by performing the duties of recording secretary or taking minutes, as directed or needed.
11. Performs other work and duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- High school diploma required. Associates or Bachelor's degree strongly preferred; emphasis in accounting, business management or similar desirable; or any substantial combination of education and experience which demonstrates the knowledge, ability and skills to perform the work.
- A valid Michigan Driver's License.
- Knowledge of basic accounting principles and practices as well as general office operations and clerical procedures and practices.
- Ability to learn the policies and procedures specific to the job(s).
- Skill in maintaining complex recordkeeping and document retention systems, and in compiling comprehensive reports.
- Mandatory proficiency in the use of Microsoft Office and ability to learn other specialized programs specific to the department. Must be proficient in the use of a personal computer, tablet and other general office equipment including but not limited to scanner, copier, printer, calculator, typewriter, digital camera, fax machine, and postage machine.
- Ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information.

- Ability to establish and maintain effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, supervisors, officials and the general public.
- Ability to assess situations, assist in solving problems, and work effectively within deadlines, and changes in work priorities, and to coordinate work assignments.
- Ability to understand and follow complex oral and written instructions and carry them out with minimal assistance; and to work with minimal supervision.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

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

The employee is regularly required to communicate clearly with others in person and on the telephone. The employee frequently is required to sit but must be able to get up and serve customers at the counter. It is crucial to the outcome of job tasks that the employee is able to: talk and hear; view a computer screen for extended periods; use hands to finger, handle, type and enter data; and reach with hands and arms extensively. The employee must frequently lift and/or move lightweight items. While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually low to moderate.

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*This description is intended to provide a summary of the type and level of work performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required of a person so classified.*

APPLICATION FOR EMPLOYMENT



AN EQUAL OPPORTUNITY EMPLOYER

INSTRUCTIONS - COMPLETE ALL SECTIONS:

Please print the requested information in the spaces provided below:

Date of Application: \_\_\_\_\_ Date available to begin work: \_\_\_\_\_
Month/Day/Year Month/Day/Year

PERSONAL INFORMATION

Form containing personal information fields: Last Name, First, Middle, Social Security Number, Street Address, Home Telephone, City, State, Zip Code, Cell Telephone, e-mail address, Emergency contact, and employment history questions.

EMPLOYMENT DESIRED

Form containing employment desired fields: POSITION(S) APPLIED FOR, DEPARTMENT(S) (Police, Fire, Finance, Clerk, Water & Sewer, Public Works, Parks, Marina, Administration, Other), PAY/SALARY DESIRED, and Kind of Work Sought (Full-time, Part-time, Seasonal).

## EDUCATION

Applicants for certain positions may be required to provide transcripts:

EDUCATION	NAME & LOCATION OF SCHOOL	# OF YEARS COMPLETED	SUBJECTS STUDIED	DEGREES EARNED
High School				
College/University				
Vocational/Trade/Graduate School				

## GENERAL

Do you have any special training, skills, qualifications, licenses, certifications or other experiences that relate to the position(s) applied for?

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A current driver's license is required for positions which require the operation of any City vehicles/equipment. A license check will be conducted for application for positions requiring a current driver's license.

U.S. Military Service:

Branch of Service \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_

Rank or Rating \_\_\_\_\_ Type of Discharge \_\_\_\_\_

## PHYSICAL RECORD

Medical Examinations: In accordance with the provisions of the Americans with Disabilities Act, the City of Manistee may require job applicants to undergo a medical examination after an offer of employment has been made and prior to the commencement of employment duties, and may condition the offer of employment on the results of such examination.

**I HEREBY CERTIFY THAT I AM NOT CURRENTLY ENGAGED IN THE ILLEGAL USE OF DRUGS:**

I understand that as a condition of employment, **for positions requiring the operation of any City vehicles/equipment**, I may be required to take a pre-employment drug test for the illegal use of drugs, which may include the collection of urine samples from my person. I agree that the results of this test may be submitted to the City of Manistee, or its authorized representative, and I expressly release the collection agency and the testing laboratory from any and all liability for performing the requested test, and for communicating the results to the City of Manistee. I understand that if the results of any pre-employment drug tests are positive, it will be cause for rejection of my application or, if I am hired, that my employment with the City of Manistee may be immediately terminated.

I agree not to commence any action or suit relating to my employment with the City more than six (6) months after the occurrence of the facts giving rise to the claim, whichever is earlier, and to waive any longer statute of limitations to the contrary. In the event that the statute of limitations applicable to such claim is less than six (6) months, I agree that the shorter statute of limitations shall apply"

Applicant's Signature: \_\_\_\_\_

### FORMER EMPLOYERS

Please give an accurate, complete, full-time and part-time employment record. Start with present, or most recent employer. (List additional employers on a separate sheet, if necessary.)

PLEASE PRINT ALL INFORMATION

1.	Company Name:	Telephone:
	Address <span style="float: right;">City/State</span>	Employed (List Month and Year) From: <span style="float: right;">To:</span>
	List Your Job Title and Responsibilities	Reason for Leaving

2.	Company Name:	Telephone:
	Address <span style="float: right;">City/State</span>	Employed (List Month and Year) From: <span style="float: right;">To:</span>
	List Your Job Title and Responsibilities	Reason for Leaving

3.	Company Name:	Telephone:
	Address <span style="float: right;">City/State</span>	Employed (List Month and Year) From: <span style="float: right;">To:</span>
	List Your Job Title and Responsibilities	Reason for Leaving

4.	Company Name:	Telephone:
	Address <span style="float: right;">City/State</span>	Employed (List Month and Year) From: <span style="float: right;">To:</span>
	List Your Job Title and Responsibilities	Reason for Leaving

Have you ever been discharged or requested to resign any job?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
If YES, please explain circumstances _____ _____		
Are you presently employed?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

### REFERENCES

Please give the names of three (3) persons, not related to you, whom you have known for over a year.

NAME	ADDRESS	TELEPHONE	BUSINESS	YEARS KNOWN

**SIGNATURE**  
**(Read carefully before signing.)**

- I certify that the answers and information given by me in this application are true, correct and complete without qualification. I understand that the City of Manistee has the right to refuse to hire or immediately discharge me, at any time, if it discovers that I have provided incomplete, untrue, or misleading answers or information in this application or on any other documents or forms submitted at any time during my employment.
- I hereby authorize the City of Manistee to verify the answers and information given by me in this application and to make any investigation of my background deemed necessary. I authorize former employers, law enforcement organizations, educational institutions, and any other third party contacted by the City of Manistee to release to the City of Manistee any information they have regarding me without providing written notice to me.
- I authorize the City of Manistee to use any information in its possession concerning me for any purpose it deems appropriate, including disclosure of information to any third party, future employer or prospective future employer without notification to me of such disclosure; and I release the City of Manistee from any liability in connection with such use or disclosure.
- If I am hired by the City of Manistee, I understand and agree that I will be bound by the rules, regulations, policies, procedures, and other terms and conditions of employment of the City of Manistee as they are from time to time changed, with or without notice to me.
- I also understand that the City may, in its sole discretion, conduct or have conducted by an individual or entity of its choice, a conviction-only criminal background history search on me. I hereby consent to this search being conducted and to the disclosure of the results of that search by the individual or entity conducting the search to the City. I further hereby release the individual or entity conducting the search, the City, and its employees and agents, from any and all liability, claims and damages, including but not limited to, claims for releasing or using any information revealed as a result of this search. I also understand and acknowledge that criminal convictions may result in disqualification from employment with the City or in dismissal from employment if an offer of employment has been made and accepted.

Applicant's Signature: \_\_\_\_\_

Date: \_\_\_\_\_