

## Village of Cottage Grove

### Utility Clerk

#### GENERAL STATEMENT OF DUTIES

Serve as Utility Clerk by preparing customer bills, keeping records of customer charges and payments. Perform a wide variety of data entry duties, collection of money and various general office procedures. Work as Village Water and Sewer Utility primary contact for customer inquiries. Work at the direction of the Director of Public Works & Utilities and the Treasurer or their designee. The primary, day-to-day supervisor shall be the Director of Public Works & Utilities.

#### DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive; other duties may be required and assigned.

- Responsible for maintaining utility billing customer accounts. Setting up new accounts, creating final bills, adjustments, assessing late penalties, past due notices, download meter reading information from reader and/or AMI system to computer system, prepare utility bills and maintain meter card files.
- Collect and post payments, balance and record accounts receivable data, balance accounts, reconcile statements with receipts.
- Work with delinquent customers in setting up “Deferred Payment Agreements”.
- Update landlord information and customer information on an as needed basis.
- Answer phone calls and emails to assist customers with billing and usage inquiries.
- Assist with records management and filing of all documents.
- Work with Director, staff, and vendor in implementing an Advanced Metering Infrastructure (AMI) system and stay up to date on system operations and capabilities.
- Enter water and sanitary sewer system pumping data and prepare reports.
- Assist in preparation and submission of monthly, quarterly and annual reports to the Department of Natural Resources (DNR), the Public Service Commission (PSC), Madison Metropolitan Sewerage District (MMSD) and other agencies as needed.
- Develop and maintain working knowledge of PSC rules for utility billing and collection.
- Develop and maintain working knowledge of water and sewer regulations from the DNR, EPA and PSC.
- Coordinate utility locate requests, notification and tracking with field staff.
- Coordinate work between field staff, residents, plumbers and private contractors; e.g. hydrant flushing, meter installation/testing/replacement, hydrant flow tests, cross-connection inspections, service locates and turn-offs and other coordination as needed.
- Assist Director in Water and Sewer Utility maintenance record keeping and planning.
- Enter data and create reports in Village GIS.
- Assist with additional Parks and Public Works non-utility-related work as needed.
- Assist in creation, development, and maintenance of Department social media platforms and community outreach and education efforts.

- Attend Commission and Committee meetings outside of regular office hours as required.
- Prepare agendas, and information for packets; record and prepare minutes in final form.
- Maintain membership in appropriate professional organizations and associations and attend conferences and trainings to keep up on industry best practices and innovation.
- Research on special projects and other duties as assigned as determined by Director of Public Works & Utilities.

### KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of general office operations and procedures.
- Good oral and written communication skills.
- Good customer service skills.
- Basic understanding of accounting principles and practices.
- Ability to work under pressure and meet deadlines.
- Ability to develop and maintain working knowledge of the Public Service Commission rules for utility billing and collection.
- Ability to develop and maintain working knowledge of water and sewer system regulations from the Department of Natural Resources, Environmental Protection Agency and Public Service Commission.
- Ability to work more than 40 hours per week.
- Knowledge of and the ability to use computers and office equipment to perform job functions.
- Ability to take and prepare minutes in final form.

### QUALIFICATIONS

1. Two-year associate degree in accounting or an equivalent combination of education and experience.
2. Minimum of two years clerical/receptionist experience or equivalent training.
3. Experience in handling customer inquiries.

### PHYSICAL REQUIREMENTS

Typing, lifting up to 30 lbs., bending, stooping, kneeling, reaching and sitting.

### WORK ENVIRONMENT

The employee will be required to work in an office environment and on occasion visit other municipal facilities both outside and inside. The noise level varies depending on equipment running and location.

### HOURS OF WORK

Regular office hours are from 8:00 a.m. to 4:00 p.m. Hours worked may be flexible due to meetings and workload at the discretion of the Director of Public Works/Utilities. Regular attendance at evening meetings is required.