

Pinetop-Lakeside Sanitary District
Position Description

Class Title: General Clerk

Pay Grade: Grade I

FLSA Status: Nonexempt

GENERAL PURPOSE

Works in the District front office assisting with general accounting functions, providing customer service, and data entry.

SUPERVISION RECEIVED

Works under general supervision of Office Supervisor

SUPERVISION EXERCISED

None generally; may serve as a team leader on special projects as assigned.

ESSENTIAL FUNCTIONS OF THE JOB

- Establish customer accounts from permits; notify customers of billing rates and procedures
- Maintain customer accounts and files, including change of ownership, change of address; researching and confirming ownership, pro-rating billings, processing refunds
- Prepare and input all adjustments, payments, additions or deletions to reoccurring entries to proper accounts
- Record payments received via mail, telephone, or in person; accurately provide change for cash payments
- Prepare and input approve user fee rates, prepare, monitor, and maintain suspension agreements
- Assist with the preparation and balance reconciliation of accounts, print related monthly, quarterly, and annual reports
- Provide customer service to general public
- Manage documents, emails and other District records within the employee's scope of work in compliance with the District's public records and record keeping policies and Arizona Law, including the segregation and preservation of public records.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Assist with the preparation of deposits as needed or assigned
- Maintain postage meter, including preparing orders for appropriate supplies and periodic review of products and lease terms
- Cross train in other front office positions and act as backup when others are unavailable
- Assisting with answering the telephone for the District; transferring calls, taking messages, answering questions
- Perform other related duties as assigned

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- a) Graduation from high school education or GED equivalent, and
- b) Two (2) years of prior office, collections, or data input experience or
- c) Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- a) Knowledge of basic computer software such as Excel, Microsoft Word, and the ability to utilize programs for producing reports or data; knowledge of basic office procedures.
- b) Skill needed to operate office equipment listed.
- c) Ability to communicate effectively with customers, staff, and supervisors; Ability to communicate effectively through verbal and written methods; Ability to demonstrate a professional demeanor in various circumstances; Ability to prioritize tasks.

TOOLS AND EQUIPMENT USED

Generalized office equipment including but not limited to computer, copier, scanner, ten-key calculator, telephones, and fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working conditions may require extended periods of time standing or sitting, using computer keyboard for data entry or a ten-key calculator. Must be able to multi task and handle potentially stressful situations. The employee may occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

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

While performing the duties of this job, the employee regularly works indoors in a climate controlled setting. Working conditions may require extended periods of time standing or sitting, using computer keyboard for data entry or a ten-key calculator.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and job related tests may be required. The District may perform and require that all new hires undergo a criminal background check, reference check, education verification, drug test (for safety sensitive positions only), physical exams and provide proof of a valid driver’s license and insurance.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The District views integrity as a necessary value that its employees uphold and incorporate into their job performance.

Approval: _____
Supervisor

Approval: _____
Appointing Authority

Effective Date: 07/2022

Revision History: