



446 1st St. | P.O. Box 657
Kersey, CO 80644
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Kerseygov.com

Job title	<i>Front Desk / Utility Billing Clerk / Permit Technician</i>
Reports to	<i>Town Clerk</i>
Department	<i>Administration</i>
Classification	<i>Full-Time, Non-Exempt</i>
Salary Range	<i>\$16.45 - \$19.14, Hourly DOQ/E</i>
Benefits	<i>Health, Dental, Vision and Life Insurance, Retirement, Paid Time Off</i>

Job Purpose

Under the direction of the Town Clerk, this position is responsible for performing complex and confidential support services for the various departments within the Town of Kersey. Provide quality customer service to the Board of Trustees, Town staff, and the public. Provide administrative support to Department Directors, which may involve scheduling meetings, preparing materials, assisting visitors/ meeting attendees, and/or other various tasks. This Front Desk Position is further responsible for ensuring proper compliance with all department and town values, policies, procedures as well as applicable laws of the Town of Kersey, State of Colorado and the United States.

Duties and Responsibilities

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Town of Kersey retains the right to modify or change the duties or essential functions of the job at any time.

- Greets and interacts with the public and other Town departments, both in person and via telephone, on behalf of the Town of Kersey,
- Prepares and processes water and sewer accounts receivable on a daily schedule. This process involves customer billing generation and distribution, receipt and reconciliation of payments, computer system input and report preparation.

- Performs customer relations activities daily via telephone and in person to resolve billing and/or service concerns.
- Calculates, monitors and track utility billings, and takes necessary action. This includes bulk water permits.
- Maintains and updates computer information systems and paper copy records of customer receipts along with the monthly summary reports for record.
- Prepares licenses and permits for issuance. To include building permits, sign permits, street cut permits, business and sales tax licenses, and animal licenses. Additional follow-up as needed.
- Assists with records retention.
- Receive all payments for utility bills, business and sales tax licenses, permits, facility rentals, municipal court, etc. that come in through the mail, in person or via phone, and post payment in the Caselle system.
- Issue receipts and distribute monies paid to appropriate funds by accurately entering information into the cash receipting system.
- Download the online bill pay system payments daily, and reconcile in the accounting system.
- Operate a cash window during times of heavy customer demand.
- Answer questions for builders and homeowners. Refer more complex questions to Safebuilt and/or the Town Planner.
- Support the Town Clerk in tracking water share dedications.
- Provide administrative assistance for the Planning, Engineering, Public Works and Police departments as necessary.
- Maintain a procedure manual for your position.
- Serve as a Notary of the Public, or ability to obtain a Notary within 6 months of hire; and
- Other tasks as assigned.

Qualifications

- Ability to understand verbal information and instruction. Ability to exchange information with others and to develop and present recommendations;
- Ability to read and understand written information. Ability to compose information and instruction in written form;
- Ability to translate verbal communication into effective written material, e.g. reports and other documents;
- Ability to use mathematical reasoning as necessary to carry out the budgeting regulatory requirements;
- Ability to use memorization and analytical skills and apply results.
- Ability to use and apply technology;
- Support functions require writing, reporting, and strong communication skills; and

- This position requires a high level of customer service skills, interacting with the public and other employees to achieve the essential functions of the job.

Knowledge, Skills and Abilities

- Requires the ability to establish and maintain effective working relations with superiors, fellow workers and the public in respectful yet flexible manner. Must be able to demonstrate team leadership and management skills while maintaining a good attitude and courteous demeanor even during stressful or crisis situations. Should possess good decision and problem-solving skills. Must demonstrate sound work ethics as well as dedication to the position and the Town of Kersey while being consistent and fair;
- Strong written and verbal communication skills. Knowledge of the use of proper grammar, punctuation and spelling;
- Ability and skill to operate general office equipment such as computers, copy machines, printers, phone, fax machine and other general office equipment. Must be able to efficiently communicate by E-mail and conduct Internet research;
- Skilled in evaluating organizational operations and formulating recommendations;
- Ability to maintain confidentiality of confidential material and information;
- Ability to understand and interpret the Town ordinances and resolutions;
- Requires the ability to effectively speak in public settings, answer questions from the public, and successfully communicate the goals and directives of the Town Board and Town Manager.

Experience

High School diploma or general education degree (GED); and a minimum of one-year related experience and/or training; or equivalent combination of education and experience.

Municipal experience, and Caselle experience preferred.

Environmental Conditions

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Work environment is moderately noisy, must be able to perform duties while being constantly interrupted during the day.

Physical Requirements

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.

- Ability to lift or carry up to 40lbs. and to push or pull up to 60lbs;

- Ability to conduct activities involving balance, kneeling/bending, and reaching on a limited basis;
- Ability to participate in routine conversation in person or via telephone and to distinguish telephone, voice and other auditory tones;
- Ability to distinguish objects in low and bright light using visual capacity including peripheral vision, depth perception, color vision, and far and near acuity to perform responsibilities of the position;
- Ability to use a computer for extended periods of time; and
- Ability to legally operate town owned vehicles and equipment.

Supervision

Receives general direction from the Town Clerk.

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>