

CITY OF LANDER
POSITION AVAILABLE
Account Clerk/Receptionist

The City of Lander is accepting applications for an Account Clerk/Receptionist. This is a full-time position with benefits. Salary depending on experience. A detailed job description is available at the Lander City Hall, 240 Lincoln Street, Lander, WY. They are also available on our website www.landerwyoming.org. Applications, Resume and cover letter must be received by 5:00 p. m. Wednesday November 10, 2021

City of Lander

Job Description



Title: Account Clerk/Receptionist	Grade: 1 \$34,188 -\$53,264
Department: Administration	Effective Date: 4/2021
Division: Administration Non-Exempt	Revised 3/2021

In an effort to create organizational clarity, and to empower its employees, the City of Lander has identified ten core competencies that all employees are expected to meet in order to help fulfill the mission of the City. It is expected that employees will meet their responsibilities as detailed below, including observable commitment to the mission of the City and these values.

GENERAL PURPOSE

Performs a variety of working level, routine and complex clerical duties as needed to expedite the billing, collection and processing of water utility and general revenue account transactions. Serves as the initial point of contact for the general public over the counter and by telephone.

SUPERVISION RECEIVED

Works under the general supervision of the City Treasurer.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Water Billing: Performs daily "start work" activities such as opening and preparing cash register and/or drawer, etc.; collects and receipts payments for utility billings, licenses, fines, fees, tickets and related city services; follows established processes and procedures based upon department policies; may manage petty cash fund; delivers bank deposits; reconciles receipts with deposits.

Operates computer to update and maintain changes in water accounts; assures that current and terminated accounts are properly billed; assures proper billings for services provided to various companies; enters new and shut-off changes on accounts; assigns new account numbers; verifies account information through public works personnel.

Operates computer to enter water payments and receipts; updates account records, prints daily receipt report for balancing; updates daily receipts according to balancing results; runs subtotal

of receipts to balance with subtotal of accounts receivable; batches and balances payments collected; runs monthly aging report.

May assist to prepares electronic hand-held meter readers used to read water meters, loads reading units with proper data; receives, reviews and enters water meter readings; determines that all accounts have current readings; evaluates readings to determine misreads and consumption irregularities; prepares re-read list; runs program to calculate fees for billing.

Collects, receipts and posts payments for water billings, licenses, fines, fees, tickets and related city services; follows established processes and procedures based upon department policies.

Generates billing notices and prepares for mailing; sorts accounts according to reading routes; monitors water accounts to check for delinquencies, partial payments or prepayments and stuffs envelopes with additional information or notices; mails follow-up notices; calculates termination billings, pro-rates charges based upon established procedures and disconnect date and issues notice of final billing; issues late notices, late fees and shut off notices according to established policies and procedures.

Accepts and accounts for payments for dog licenses, business licenses, recreation fees, water connection fees, and other miscellaneous fees.

Performs various regular and periodic duties related to specific water utility accounts, services and functions including monthly water billings, irrigation billings, replacement meters, etc.

Receptionist: Operates complex telephone and paging communications equipment; receives, responds to and directs incoming telephone calls; queries callers to identify needed assistance, determines appropriate department or office and directs calls accordingly.

Responds to issues, questions and problems posed by customers, in person and over the telephone; provides general information based upon policy and past practice; apprises customers regarding starting and stopping services and requirements.

Directs walk-in clients and visitors to proper office locations; apprises staff of appointment arrivals.

Listens to public complaints, questions, etc.; responds to questions and concerns by referring individuals to appropriate personnel for assistance.

Operates computer utilizing various applications, i.e., Microsoft Office 2000, as needed to perform secretarial duties; types letters, memos and other correspondence.

Writes and delivers messages to personnel; maintains current list of assigned telephone extensions; monitors system to detect problems, apprises supervisor of potential problems and repairs.

Manage and Maintain Lander Community and Convention Center records. Supervises the operations of the LCCC.

Any other duties as assigned.

CORE COMPETENCIES

- **Adaptability:** Adapts to changes in work environment, procedures, and assignments; Manages competing demands; Accepts criticism and feedback; Changes approach/method to best fit the situation/work assignment.
- **Communication:** Expresses ideas and thoughts both verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.
- **Cooperation:** Establishes and maintains effective relations; Displays positive outlook and pleasant manner; Exhibits tact and consideration; Offers assistance and support to co-workers; Works cooperatively with supervisor and co-workers.
- **Customer Service:** Displays courtesy and sensitivity; Manages difficult / emotional customer situations; Responds promptly to customer needs; Meets commitments; Solicits customer feedback to improve service.
- **Dependability:** Consistently reports to work on time ready to begin work; Responds promptly to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- **Initiative:** Volunteers readily; Seeks increased responsibility; Identifies opportunities to improve systems & procedures; Asks for help when needed.
- **Job Knowledge:** Competent and knowledgeable in key result areas; Exhibits ability to learn and apply new skills; Requires minimal supervision; Displays understanding of how job relates to others.
- **Judgment:** Displays a willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision making process; Makes timely decisions.
- **Planning & Organization:** Prioritizes and plans work activities; Uses time efficiently; Plans and uses available resources; Works in an organized manner.

- Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school.

AND

B. Two (2) years of responsible experience related to above duties;

OR

C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

Working knowledge of general office maintenance and practices; water billing and collection procedures and processes; operation of computer terminal in utilizing various software programs related to word and work processing, spreadsheet and data base management; local government operations and structure; business licensing and zoning ordinances, processes and practices of the city; of modern office practices and procedures; bonding procedures and fee schedules; city boundaries; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations.

Ability to communicate effectively, verbally and in writing; communicate effectively with irate customers; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer (Windows, Microsoft Office 2000) in utilizing various programs to produce or compose formal documents, reports and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

Must be able to demonstrate keyboard skills, with accuracy.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity necessary to job performance. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

SUPPLEMENTAL INFORMATION

Women, minorities, and individuals with disabilities are encouraged to apply. The City of Lander is an equal opportunity employer. Qualified applicants are considered for positions for which they have applied without regard to race, religion, sex, age, national origin, disability, sexual orientation, or other characteristics protected by law.

Employment with the City of Lander is contingent upon successful background screening and a pre-employment drug test. Employees that perform safety sensitive tasks are subject to pre-employment and/or continued random drug testing.

Driving records are required for all new employees. If the employee has not held a Wyoming driver's license for the last three (3) years, the employee must provide at their own expense and initiation a driving record from all previous States of residency.

As a condition of employment, the successful candidate must utilize direct deposit for payroll purposes.

If you have questions regarding the background screen, or pre-employment drug test, please contact the Human Resource Director at (307) 332-2870 X-7 prior to accepting the job offer.

GUIDELINES

Employees are required to follow the established guidelines of the City to include, but are not limited to, the employee handbook, safety policies and procedures, and departmental policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position helps develop division guidelines.

The City of Lander is an at-will employer.

I have read this job description and understand my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

Employee's Name (Printed)

Employee's Signature

Date