

**Town of Exeter, New Hampshire
Position Description**

Position Title: **Water & Sewer
Utilities Clerk** Department: DPW
831

Reports To: W&S Managing Engineer Date: August 2022

FLSA Status: Non-Exempt

Salary Range: \$19.54 - \$25.64/hr.

GENERAL SUMMARY:

Under the direction of the Water & Sewer Manager, performs water & sewer billing and sewage collection/water distribution utilities clerical duties.

ESSENTIAL JOB FUNCTIONS*:

- Downloads meter usage readings in to docking station and computer.
- Coordinates water/sewer billing, printing and mailing, proofs bills prior to mailing
- Identifies meter readings outside of normal range and prepares list for field verification
- Schedules final meter reads, calculates and prepares final bill
- Prepares monthly water and sewer warrant
- Prepares information for new water/sewer accounts and inputs in to meter/billing data base
- Tracks and coordinates backflow testing schedule and adds test charges to W&S bills
- Tracks and coordinates grease interceptor testing schedule and adds test charges to W&S bills
- Maintains ratepayer W&S accounts (usage, billing & payment histories) website
- Reviews abatement request, prepares application form and does final decision follow-up and notification.
- Liaison between software billing, printing, mailing and radio read hardware vendors
- Back-up to Water/Sewer Manager and Assistant Water/Sewer Manager on water/sewer related issues.
- Maintain data base for mailing list.
- Coordinates with Water/Sewer Distribution Collection Technician for shut off/turn on water, meter replacements, leak checks, scheduling.

- Maintain data base for annual specialty fees and billing of such fees
- Assist Deputy Tax Collector with payment research issues on water/sewer accounts
- Assist Assessing Clerk on maintaining a current, accurate owner/address on water and sewer accounts
- Set up water and/or sewer accounts for new construction

OTHER DUTIES AND RESPONSIBILITIES:

- Responds to customer inquiries, questions, and complaints.
- Serves as back-up for DPW office if required
- Performs other related duties as assigned.
- Assists Deputy Tax Collector with preparation of certified delinquent and shut off notices as required
- Assist with projects such as flat sewer, meter replacement, fee schedule

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

Duties require knowledge of bookkeeping skills equivalent to general accounting I, II and III course work or equivalent

Experience in tax, gas, electric or water/sewer collections.

Ability to work with limited direction.

Ability to communicate clearly and concisely with others both verbally and in writing.

Ability to work with a team and independently.

Ability to work with a variety of people and at times under stressful conditions.

Ability to be discreet and maintain confidentiality.

Must be accurate and prompt.

Ability to deal tactfully and respectfully with others.

Ability to establish knowledge of applicable state and local statutes, regulations and procedures.

SUPERVISORY RESPONSIBILITY:

This job has no supervisory responsibilities.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to excessive noise or temperature variations. Night meetings vary in frequency and duration but may last as long as five hours.

May spend extended periods of time at computer terminal or keyboard, at desk or on telephone requiring eye-hand coordination and finger dexterity.

Physical demands include sitting at desk/table, intermittently stooping, and standing.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**