



TOWN OF ATOKA
P.O. Box 505
334 Atoka-Munford Avenue
Atoka, TN 38004-0505
(901) 837-5300
(901) 837-0028 (fax)

Job Title

Utility Clerk

Reports To

Town Administrator.

Employment Status

Full-Time.

F.L.S.A. Status

Non-exempt.

Pay Range

\$10.00 per hour to \$15.00 per hour.

Definition

The employee is responsible for work of average difficulty in providing a variety of administrative support services. Instructions to the employee are detailed and specific, generally covering all aspects of the employee's work. Respond to requests for services from the general public. Perform related work as required.

Essential Duties and Responsibilities

- Answer telephone calls.
- Greet customers.
- Communicate effectively and courteously with customers in person, on the telephone, and in writing.
- Answer questions about utility customer services, accounts, and permits.
- Fill out contract forms, collect connection fees, prepare change of address records, issue discontinuance orders.
- Compute, prepare, mail, and collect water bills, sewer bills, property taxes, court fines, and other payments to the Town.
- Balance monies collected with receipts and cash register tape.
- Deposit money in bank.
- Write, type, or otherwise enter information into computer, using keyboard to prepare correspondence.
- Read letters, computer screens, and printouts.
- Address envelopes or packages by hand, with typewriter, or other address machine.
- Complete, maintain, and keep a variety of records and reports.
- Receive service orders for the public works department.
- Supply maintenance workers with information from files as requested.
- Follow-up on work orders to ensure completeness of the order.

Other Duties and Responsibilities

- May be required to attend training classes.
- May be required to provide assistance to other municipal departments in the performance of their duties.
- May be required to work nights, weekends, and holidays.
- May be required to respond to emergencies within the community.
- Any other duties and responsibilities necessary in the performance of the job.

Equipment Operated

- Calculator.
- Cash Register.
- Cellular Telephone.
- Computer.
- Copier.
- Facsimile machine.
- Ladder.
- Ruler.
- Telephone.
- Two-Way Radio.
- Vehicle.
- Any other equipment necessary in the performance of the job.

Working Conditions

- Physical working conditions are such that minor abrasions, bruises, or cuts may be encountered.
- Will be exposed to dirt, dust, loud noises, noxious fumes, tobacco smoke, and unpleasant odors.
- Will be exposed to other hazardous working conditions necessary in the performance of the job.

Usual Physical Demands

- Must be able to bend, crawl, stretch, stoop, twist, and walk.
- Must be able to sit for extended periods of time.
- Must be able to stand for extended periods of time.
- Must be able to type frequently.
- Must be able to climb occasionally.
- Must be able to enter and exit vehicles repeatedly.
- Must be able to lift fifty (50) pounds.
- Any other physical demands necessary in the performance of the job.

Required Knowledge, Skills, and Abilities

- Must be able to read, write, and perform basic arithmetic including adding, subtracting, multiplying, and dividing all units of measure.
- Must be able to accurately type forty (40) words per minute.
- Must be able to apply commonsense understanding to carry out instructions furnished in written and oral form.
- Must have a working knowledge modern office practices, procedures, and equipment.
- Must have a working knowledge of accounting procedures and data processing.
- Must be able to organize and keep records.
- Must be able to perform routine clerical tasks.
- Must have knowledge of business telephone manners and techniques.
- Must be able to converse plainly and directly in a courteous and friendly manner with a variety of individuals.
- Must be able to establish and maintain effective working relationships with citizens, coworkers, supervisors, public officials, and others.
- Must be able to perform multiple tasks.
- Must have good verbal and written communication skills.
- Must be able to perform multiple tasks.
- Must be able to work under pressure.
- Must possess excellent interpersonal and customer service skills.

- Must be able to work independently and with a group.
- Must be detail oriented.
- Must be able to exercise good judgment.
- Must be a team player.
- Must have integrity.
- Must have a positive attitude

Qualifications

- Must possess a high school diploma or G.E.D. (associate degree in accounting or similar field is preferred).
- Must have one year experience as a cashier.
- Must possess a valid State of Tennessee Driver’s License.
- Must not have any felony convictions or other convictions involving theft, drugs, or other violations of moral turpitude.
- Must be bondable.

Employee Awareness

- Adheres to the Town of Atoka’s policies and procedures.
- Adheres to the Town of Atoka’s code of ethics.
- Adheres to the Town of Atoka’s conflict of interest guidelines.
- Adheres to federal and state laws and regulations regarding E.P.A., M.S.D.S., and O.S.H.A. compliance.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job, or to require that other, or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, changes in workload, and etcetera)

By signing below, I am verifying I have received, reviewed, understand, and agree with this job description.

Employee’s Signature

Date

Witness’s Signature

Date