

**City of Florence**  
**Part-Time Finance Clerk**

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DEPARTMENT: Finance/Utility Billing  
HOURLY PAY: \$10.00  
POSITION STATUS: Part-time

REPORTS TO: Assistant Finance Director  
DATE: November 2012

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**PURPOSE OF POSITION:**

The position works on a part-time basis to serve as the front line customer service representative for the Utility Billing/Finance Department and to carry out a variety of tasks to support the Finance Department. The primary responsibility of this position will be to perform accounting and clerical tasks related to utility billing activities and provide reception services for the City of Florence.

**ESSENTIAL JOB FUNCTIONS:**

Act as customer service agent to the public as well as other City employees. Provide customer service to people at the counter, over the phone and via e-mail; provide accurate information regarding finance and utility department procedures to the public.

Process money received from customers or other departments to ensure that it is complete and conforms to procedures established by the Finance Department.

Assist in the preparation of monthly utility billings including printing and processing statements for mailing.

Provide information to utility customers about their account status.

Respond to utility billing, finance and other city business questions or ensure that the questions are forwarded to the appropriate staff.

This position requires constant interaction with a wide variety of City employees and Utility Customers. This position must maintain confidentiality and deal effectively with customers in potentially confrontational situations both in person and over the phone.

Receive applications for new utility service, requests for service disconnects and create work orders as required.

Work with the City of Florence Public Works Department to process requests for water turn-on's and turn-off's; and other problems that may arise.

Follow all safety rules and procedures established for work areas. Maintain work areas in a clean and orderly manner.

Assist in opening and closing City Hall each work day per Department procedures.

Perform other duties as assigned by the Finance Director or Supervisor as workload and staffing levels dictate.

Maintains regular job attendance and adherence to working hours.

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**MANDATORY REQUIREMENTS:**

- One year of professional experience utilizing computerized accounting systems and spreadsheet programs, equivalent post High School education, or equivalent combination of education, training and experience providing the required knowledge, skills and abilities necessary to perform the essential functions of the position.
- Strong organizational and time management skills.
- Technical knowledge of utility billing processes.
- Ability to consistently meet required deadlines.
- Ability to deliver excellent customer service to diverse audiences.
- Excellent problem-solving skills.
- Accurate ten-key skills and the ability to use a computer for extended periods to perform the essential functions of the position.
- Ability to write and maintain procedures and required forms.
- Ability to maintain confidentiality and exercise discretion and judgment in dealing with sensitive or confidential information.
- Ability to get along well with coworkers and maintain effective work relationships.
- Ability to pass a background and/or criminal history check.

**DESIRABLE ADDITIONAL QUALIFICATIONS:**

Previous experience in a utility billing environment and familiarity with Caselle Accounting software a plus. Possession of a valid driver's license.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools, or controls. Physical demands on the position generally involve moving materials weighing up to 40 pounds on a regular basis. Character and flow of duties involve manual dexterity and coordination.

**WORKING CONDITIONS:**

Usual office working conditions. The noise level in the work environment is typical of most office environments.

**SUPERVISORY RESPONSIBILITIES:**

Supervision is not a typical function assigned to this position. Candidate may provide information and assistance to new personnel regarding policies and procedures.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Assistant Finance Director and Finance Director.

**THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED. MAY INCLUDE OTHER WORK AS NECESSARY.**