

Job Title: Administrative Clerk

Department: Dandridge Water Management Facility

FLSA Status: Non-exempt – Part-time

Range: Regular 2 - \$9.76 – \$12.76

Summary: Performs intermediate clerical work involving the preparation and/or maintenance of fiscal or related records; does related work as required. Work is performed under the regular supervision of the Superintendent.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Receives, processes, posts and water and sewer payments, fees and other revenues
- Assists customers in person or by telephone with bills records.
- Receives citizen's inquiries, complaints and service requests and resolves them within the framework of established policies, procedures, laws and ordinances.
- Verifies and accounts for checks and cash received daily and balances against receipts.
- Gathers, assembles, and tabulates, checks and files financial data.
- Prepares daily deposits; runs session reports; verifies transactions.
- Processes returned checks and prepares paperwork for Bankruptcy Court.
- Prepares monthly accounts receivable billings.
- Files various fiscal transaction documents.
- Searches documents for posting errors.
- Collates, sorts and compiles fiscal data in accordance with procedures.
- Operates typewriter, calculator, computer and other standard office equipment incident to maintaining records. Performs miscellaneous clerical work.
- Keeps routine cost and inventory records.
- Takes totals and prepares periodic reports for analysis, billing and other purposes.
- Performs related tasks as required.

Marginal Duties and Responsibilities include the following. Other duties may be assigned.

Assist other departments with mailings.

Supervisory Responsibilities:

None.

Competencies:

- **Communications:** Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.
- **Dependability:** Responds to requests for service and assistance. Follows instructions, responds to management direction. Takes responsibility for own actions. Commits to doing the best job possible. Keeps commitments. Meets attendance and punctuality guidelines.
- **Judgment:** Displays 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.
- **Problem Solving:** Identifies problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Resolves problems in early stages. Works well in group problem solving situations.
- **Initiative:** Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks

for help when needed.

- **Job Knowledge:** Competent in required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **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.
- **Customer Service:** Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Required Education and/or Experience:

High school education or G.E.D.; three to six months related experience or training; or equivalent combination of education and experience.

Preferred Education and/or Experience:

High school education or G.E.D.; six to twelve months related experience or training; or equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

General knowledge of bookkeeping terminology, methods, procedures and equipment; general knowledge of standard office procedures, practices and equipment; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy utilizing computer systems; skill in using a variety of office machines and some typing ability; ability to get along well with others.

Certificates, Licenses, Registrations:

None.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment:

The noise level in the work environment is usually quiet to moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.