



BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO
406 Justice Drive, Lebanon, Ohio 45036
www.co.warren.oh.us
Commissioners@co.warren.oh.us

OFFICE OF MANAGEMENT AND BUDGET

POSITION AVAILABLE

JOB CLASSIFICATION TITLE: WATER AND SEWER UTILITY
CLERK I

DEPARTMENT: WATER AND SEWER DEPARTMENT

PROBATIONARY RATE: NEGOTIABLE

PAY RANGE: #12

SCHEDULED HOURS: 40 HOURS PER WEEK

CIVIL SERVICE STATUS: CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS NOTICE IS BEING POSTED FOR A PERIOD OF
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE
CALENDAR DAYS, BEGINNING JUNE 21, 2022

**VISIT WWW.CO.WARREN.OH.US AND COMPLETE THE APPLICATION AS
FOLLOWS:** CLICK ON JOB OPPORTUNITIES THEN CLICK ON WARREN COUNTY
APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR DESKTOP AND
EMAIL THE COMPLETED APPLICATION TO: WCCOMMAPP@CO.WARREN.OH.US
PLEASE CONTACT SUSAN SPENCER WITH QUESTIONS AT: 513-695-1747.

APPLICATIONS ACCEPTED UNTIL POSITION IS FILLED.

WARREN COUNTY IS AN EQUAL
OPPORTUNITY EMPLOYER

**WARREN COUNTY COMMISSIONERS
POSITION DESCRIPTION**

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Position Title: **Water and Sewer Utility Clerk I** Incumbent:
Class Title:

Department:	Water/Sewer	FLSA Status:	Non-exempt
Reports To:	Office Administrator	Civil Service Status:	Classified
Pay Range:	#12	Employment Status:	Full-time
Probation:	360 Days	Lunch:	Unpaid
Work Hours:	8:00 a.m. to 5:00 p.m.		

JOB RESPONSIBILITIES:

Successfully performs the duties of one of the following divisions:

1. **Cashier/Receptionist Division**
2. **Customer Service Division**
3. **Customer Billing Division**

Detailed description of each division is included as an attachment.

QUALIFICATIONS: Any combination of training and work experience which indicates possession of the skills, knowledge and abilities listed above.
An example of an acceptable qualification for this position is:

Completion of secondary education or its equivalent with a basic knowledge of bookkeeping, data processing, word processing/typing, customer service, data entry and spreadsheet manipulation, and/or equivalent combinations of training and/or experience.

LICENSURE AND CERTIFICATION REQUIREMENTS:

Valid Ohio Driver's License

ESSENTIAL FUNCTIONS:

1. Essential functions for each division is detailed as attached.
2. Demonstrates a regular and predictable attendance.
3. Follows all safety and health practices of the Warren County Board of Commissioners as described in the attached addendum.

OTHER DUTIES AND RESPONSIBILITIES:

1. Temporarily assigned to all clerical positions for cross training and staffing demands as required.
2. Performs other duties as required by supervisor.

**WARREN COUNTY COMMISSIONERS
POSITION DESCRIPTION**

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KNOWLEDGE, SKILLS AND ABILITIES: (* indicates developed after employment)

Knowledge of: County government, bookkeeping, utility billing, customer service, cash handling; public relations, office practices and procedures, and County and facilities serving the County.

Ability to: calculate numbers; maintain accurate records; gather, collate and classify information about data, people and things; communicate effectively; answer routine inquiries from general public; operate computer terminal for extended periods of time.

Skill in: typing, data processing, mathematical calculations, 2-way radio, copy machine.

My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

(Employee's Signature)

(Date)

Date Adopted:

Date Revised:

CASHIER/RECEPTIONIST DIVISION RESPONSIBILITIES

Welcomes, directs, and attends to the needs of customers and visitors that arrive at the Water & Sewer Department main office. Receives and processes customer payments received at the walk-up counter. In consultation with the engineering staff, quote sewer connection and water tap fees for new construction. Answer customer questions or direct customers to department staff as necessary.

- 1. Collects deposits made on rental property.**
- 2. In consultation with the engineering staff, determines, and collects tap in charges/inspection fees for residential customers.**
- 3. Registers and create new accounts in utility billing system after tap in charges have been collected.**
- 4. Receives and opens customer mail and processes payments.**
- 5. Participates in customers shut-off process for delinquent accounts.**
- 6. Prepares and mails refunds for closed accounts.**
- 7. Prepares and processes service orders for field staff.**
- 8. Collects deposits for hydrant meters. Maintains and updates hydrant meter spreadsheet for availability and billing.**
- 9. Collects and posts payments for backflow reports. Responsible for mailing backflow letters, updating data in Programs, answer questions related to backflow and shut offs for backflow.**
- 10. Maintains cash drawer and balance receipts daily.**
- 11. Responsible for balancing and updating credit card payments received electronically.**
- 12. Prepares notices for bad checks charges and maintains spreadsheet.**
- 13. Prepares receipts for deposit to Auditor/Treasurer.**
- 14. Maintains monthly tap fee spreadsheet for water and sewer tap in fees.**
- 15. Handles releases to Building Department regarding availability of water and sewer.**
- 16. Prepare and mail annual letters for contractors regarding surety bonds.**
- 17. Balances and maintains a spreadsheet for deposits and deposit refunds and balances it with Auditor's records.**

CUSTOMER SERVICE DIVISION RESPONSIBILITIES

Receives, answers, and directs customer phone calls to the Water & Sewer Department.

- 1. Addresses customer complaints.**
- 2. Informs customers of department policies.**
- 3. Prepares final read-out service orders and processes changes in customer accounts.**
- 4. Receives and opens customer mail and processes payments.**
- 5. Participates in customer shut-off process for delinquent accounts.**
- 6. Prepares and processes service orders for field staff.**
- 7. Receives and posts payment for backflow reports. Responsible for mailing backflow letters, updating data in Program, answer questions related to backflow and shut offs for backflow.**

CUSTOMER BILLING DIVISION RESPONSIBILITIES

Prepares, issues, and processes all routine bimonthly utility bills issued to customers. As a regional utility providing billing service for other entities, they coordinate with local governmental utility departments regarding billing rates and meter readings.

- 1. Prepares water and sewer account bills.**
- 2. Prepare and transfer files for bill print company**
- 3. Notifies bill print company of any changes to bill format and communicate any customer memos for billing cycle.**
- 4. Checks all readings and posts corrections to computer. Reviews billing registers for accuracy.**
- 5. Maintains meter change information in billing system.**
- 6. Responsible for loading readings to/from hand held computers to/from main computer system.**
- 7. Maintains meter reading software system (i.e. Badger ReadCenter) and resolve errors with company when necessary.**
- 8. Set up rate files for system. Maintains regular communication and correspondence with outside entities regarding rate changes and billing procedures specific to their entity.**
- 9. Processes final bills (e.g., applies deposits to accounts, process and mail final bills).**
- 10. Verify new ownership and mail new customer letters.**
- 11. Update and maintain billing rate spreadsheet and new customer letter.**
- 12. Prepares and mails discontinuance of services notices. Prepares shut off notices.**
- 13. Prepares and mails delinquent letters for accounts 60 days past due that are to be certified to property taxes. Prepares certification resolution for Commissioner approval.**
- 14. Prepares and maintains various reports (zero consumption, locked accounts, future customers, credit balances, etc.)**
- 15. Receive and process customer bankruptcy paperwork.**
- 16. Communicates with IT regarding billing software changes as needed.**
- 17. Assist Office Administrator and Sanitary Engineer with development/update of billing agreements with outside entities when necessary.**
- 18. Receives and opens customer mail and processes payments.**
- 19. Prepares and processes service orders for field staff.**
- 20. Receives and opens payments for backflow reports. Responsible for mailing backflow letters, updating data in Programs, answer questions related to backflow and shut offs for backflow.**

YOU WILL HIT THE *BULLSEYE* WORKING FOR WARREN COUNTY

PERKS & BENEFITS WORKING FOR WARREN COUNTY



WORK ENVIRONMENT

- Work/Life Balance
- Job Stability



PAID TIME OFF

- Holidays - 11.5 annually
- Vacation - 2 weeks after 1st year



BENEFITS

- Health Insurance*



RETIREMENT

- 14% employer contribution into the Ohio Public Retirement System*

Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$216 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

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QUESTIONS CALL: SUE SPENCER 513.695.1747