

## Wheatland County Job Description

**Position:** Part-Time Utility Clerk  
**Reports to:** Manager of Administrative Services

### Purpose of the Position:

The Part-Time Utility Clerk is responsible for the administration, invoicing, reconciling, and collection of the Utility system (water bills) in accordance with all applicable Provincial Statutes, Municipal Bylaws and other regulatory requirements.

### Typical Duties & Responsibilities:

1. Process water billings and maintain customer accounts with a high degree of accuracy.
2. Upload meter gun so that Utility Operators can perform reads, download meter gun into system to prepare utility billings.
3. Prepare, input and distribute utility bills and associated reports.
4. Reconcile customer accounts monthly.
5. Maintain customer payment arrangement files.
6. Respond to public inquiries either by phone or in person and assists in providing information on, but not limited to, utility billing questions, payment arrangements, utility complaints and general County services.
7. Provides good customer service and public relations, via correspondence, on the telephone or at the counter.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the discretion to add to or change the duties of the position at any time.**

### Job Specifications

To be effective in the performance of the position described above, an individual would require the following:

- High School Diploma supplemented by the completion of a 2 year Business Diploma program from a recognized Post Secondary Educational Institution. Equivalencies may be considered.
- General understanding of municipal government practices and utility billing.
- Strong knowledge of computers and municipal software programs as well programs such as Excel, Word, Outlook.
- Demonstrated ability to interact well with co-workers and customers.
- Knowledge of office practices, including filing and record keeping.

- Excellent interpersonal, and written and oral communication skills including the ability to establish and maintain effective working relationships with internal and external contacts.
- Ability to learn and adapt to changing conditions.
- Ability to organize, coordinate and complete tasks and projects efficiently.

DECLARATION:

I hereby certify that I have read this description, and that I accept it as being a true representation of the typical duties and level of responsibilities assigned to the position of Part-Time Utility Clerk.

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DATE

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SIGNATURE