

Charles Town Utility Board  
Utility Accounting Clerk

Job Summary

Under general supervision, performs a wide variety of entry level accounting work involving the performance of general bookkeeping duties, including but not limited to the functions of cashier, billing, accounts payable and/ or accounts receivable. At this level, experience in more than one function of the above referenced functions is required. Contacts are primarily internal for purposes of learning to apply procedures, however, contact with the general public is required.

An employee in this class is responsible for basic accounting tasks involved in maintaining customer accounts, accounts receivables, cash ledgers and other financial records, according to established procedures with a minimum of instruction received from supervisor. The work products support and affect the accuracy, reliability, and timeliness of services and functions. Works under the supervision of the Assistant Utility Manager and is reviewed for compliance with established procedures. An employee in this class is expected to become cross-trained and start to be familiar with accounting and billing tasks involved in maintaining spreadsheets, data and ledgers.

Essential Job Duties and Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

ACCOUNTS PAYABLE FUNCTION:

1. Understands vendor files.
2. Assists with the retrieval of vendor records for audit purposes.

ACCOUNTS RECEIVABLE / CASHIER FUNCTION:

1. Handles customer account and billing inquires, request for service and other issues related to water utility services.
2. Processes connect/disconnects of service, customer inquiries regarding water consumption, leaks and service requests.
3. Prepare late notices, shut off notices, and attempt collection on any outstanding past due debts.
4. Answers phone and directs calls to appropriate staff members.
5. Receives utility payments and other revenue payments; posts in Cash Receipting program to General Ledger.
6. Balances daily cash report, cash drawers, and prepares the necessary reports.
7. Manages customer accounts; including set up the new account, adjustments, finalizing account, and any additional billing required.
8. Records details of every taken action; as well as complaints, comments, and inquiries from the customers, and maintains confidentiality of information.
9. Gains knowledge of the computer accounting and billing system to include water, sewer, utility tax and penalty rates and their application, as well as the daily cash reports, accounts receivable reports and month-end trial balance reports.
10. Understands the meter reading system and the application of utility rates to gallons of water consumed, as well as the relationship of water consumption to sewer billings.

OTHER:

1. Gains an understanding of banking activity associated with Accounts Receivable functions.
2. Complies with the State of West Virginia, Municipality Records Manual.
3. Begins cross-training in the following functions:  
Billing Associate, Cashier, Accounts Receivable and General Ledger.
4. Begins to obtain an understanding of the WV Public Service Commission Rules & Regulations, WV PSC

## Utility Accounting Clerk I

### Job Description

Page 2

Annual Report requirements and utility financial statements.

5. Assists the Assistant Utility Manager in maintaining fiscal records, checking computations, verifying and reconciling transactions, reconciling receipts with control records, and reconciling to annual reports and financial statements.
6. Receives, records, posts fee payments, and identifies new tenants and residents for billing purposes.
7. Performs related work and duties as required. Note: duties are subject to change as operational needs justify.
8. Promotes an image of professional, courteous service as a representative of the City and the Board.

#### Knowledge, Skills and Abilities

- Ability to perform arithmetic problems with a degree of accuracy and consistency.
- Understanding of word processing, computer and other office automation equipment and systems involving a variety of software applications. This includes knowledge of the accounting software systems.
- Ability to work independently once instructions have been provided on multiple and varied tasks.
- Ability to communicate effectively, both orally and in writing.
- Ability to work under time sensitive demands with frequent interruptions
- Ability to establish successful working relationships, supervise in a team environment and work with angry or difficult customers.

#### Physical Requirements

Work is normally sedentary and performed in an office environment with ongoing periods of operating a computer, with no significant hazards.

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

#### Qualifications

Experience: Bookkeeping/Accounting experience helpful, but not a requirement. Strong customer service skills are required.

Education: High School graduate or GED equivalent required.

Equivalency: An equivalent combination of education and experience may be substituted.