



UTILITY BILLING II CLERK

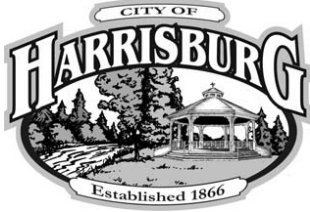
The City of Harrisburg seeks a full-time Utility Billing II Clerk. This employee works in utility billing, and cash receipting, as well as assisting the Municipal Court Clerk. This person should be motivated, as well as having a positive, and friendly attitude, as they work the main reception area for City Hall, answering phones and assisting citizens. The ideal candidate has excellent customer service skills, and can deal with difficult people. This candidate should also be proficient in Microsoft Office Suite software, including Word and Excel. Excellent general office skills are required, as well as the ability to handle confidential information. This position starts at \$17.61 per hour. (Wage Scale is \$17.61 to \$23.18) An excellent benefit package is offered. Employee will start work on November 1, 2019.

A high school diploma / GED certificate is required. Incumbent must have at least 3 years work experience in an office environment, or an equivalent combination of experience and training which demonstrates the knowledge, skills and abilities to perform the duties of the job. Employee must pass an extensive background check in order to work at a facility that uses the Law Enforcement Database System (LEDS).

Submit a City application form, and a supplemental letter answering the following questions:

1. Why you would be a good fit as an employee for the City of Harrisburg.
2. How would you define good customer service?
3. Explain how you dealt with a difficult customer and resolved their complaint.

Please submit your application packet to the City of Harrisburg, 120 Smith St., PO Box 378, Harrisburg, OR 97446, or by e-mail (non-encrypted) to meldridge@ci.harrisburg.or.us, by October 11, 2019 at 5:00pm. Interviews will be scheduled for October 16, 17 and 18. Application packet materials may be obtained at City Hall, at 120 Smith St., or online at www.ci.harrisburg.or.us. *The City of Harrisburg does not discriminate against individuals with disabilities and is an Affirmative Action/Equal Opportunity Employer who complies with Section 504 of the Rehabilitation Act of 1973.*



City of Harrisburg
120 Smith Street
PO Box 378
Phone: (541) 995-6655
Fax: (541) 995-9244

APPLICATION FOR EMPLOYMENT

(Pre-employment Questionnaire) (AN EQUAL OPPORTUNITY EMPLOYER)

Personal Information

Name: _____ Date: _____
Last First Middle Social Security Number:

Current Address:

If you have lived at your current address for less than one (1) year, please provide your prior address:

Phone Number: _____ Email: _____

Are you at least 18 years old: Yes No

Are you prevented from lawfully becoming employed in this country because of visa or immigration status: Yes No

Employment Desired

Position: _____ Date Available: _____

Are you currently employed: Yes No May we contact your current employer: Yes No

Education

Name & Address	# of Years Attended	Graduate (Y/N)	Major
High School			
College / University			
Trade, Business, or Tech. School			

General

Subjects of special study or research work:

Special Skills:

Activities (Civic,
Organizations):

*Exclude organizations whose name indicates the race, creed, sex, age, marital status, color or nation of origin of its members.

US Military Service: Rank: Are you active reserve: Yes No

In order to prove your eligibility for Veterans preference, you must attach your DD214 form.

Employment (List at least three employers, starting with the most recent)

Dates Mo/Yr	Name & Address	Position Held	Reason for Leaving
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From / To

From / To

From / To

From / To

Which of these
jobs did you like
the best and why:

References (Provide three references not related to you, who have known you at least one year)

Name	Address & Daytime Phone Number	How You're Acquainted	Years Acquainted
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1.

2.

3.

In case of emergency, notify:

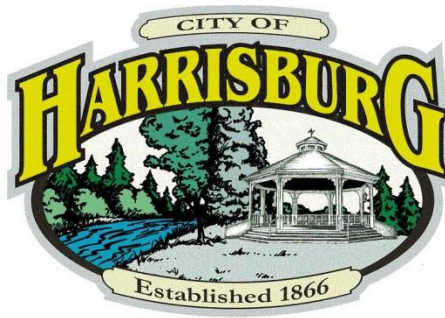
Name	Address	Phone
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"I CERTIFY THAT ALL INFORMATION SUBMITTED BY ME ON THIS APPLICATION IS TRUE AND COMPLETE, AND I UNDERSTAND THAT IF ANY FALSE INFORMATION, OMISSIONS, OR MISREPRESENTATIONS ARE DISCOVERED, MY APPLICATION MAY BE REJECTED AND, IF I AM EMPLOYED, MY EMPLOYMENT MAY BE TERMINATED AT ANY TIME.

IN CONSIDERATION OF MY EMPLOYMENT, I AGREE TO CONFORM TO THE CITY'S RULES AND REGULATIONS, AND I AGREE THAT MY EMPLOYMENT AND COMPENSATION CAN BE TERMINATED WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME, AT EITHER MY OR THE CITY'S OPTION. I ALSO UNDERSTAND AND AGREE THAT THE TERMS AND CONDITIONS OF MY EMPLOYMENT MAY BE CHANGED, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT ANY TIME BY THE CITY. I UNDERSTAND THAT MY APPLICATION FOR EMPLOYMENT DOES NOT CONSTITUTE AN EMPLOYMENT CONTRACT OR AGREEMENT FOR EMPLOYMENT."

Signature:

Date:



UTILITY BILLING II Position Description

Reports to: Court Clerk/ Supervisor

Job Summary: The Utility Billing II employee performs a variety of tasks related to the customer service functions of utility billing. This includes tasks related to the accounting, billing, and collection of utility bills, cash receipting, creating reports, permits, business licenses and assisting other employees in a team environment. In addition, this person assists with Municipal Court.

This employee is paid hourly and is not exempt.

Essential Duties/Functions & Responsibilities

1. Responds with patience and diplomacy to customer service questions, concerns, complaints and requests, regarding utility services, and other City matters over the telephone, in person, and by electronic communication. Includes residential correspondence as needed.
2. Serves as the main reception for City Hall, greeting citizens as they arrive, and routing phone calls to other staff members. This employee has considerable customer contact, both in person and on the phone. Must have the ability to deal tactfully with difficult people and situations.
3. Using the City's software system, establishes and maintains a professional and effective record keeping system for utility billing, which includes water, sewer and storm accounts, in keeping with generally accepted accounting practices.
4. Initiates necessary action regarding bills and payments, service problems, deposits, refunds, overdue notices, collections and establishment or discontinuance of service. This employee will also be responsible for notifying property owners of a tenant's delinquent charges.
5. Creates and completes work orders for Public Works, and performs necessary actions in relation to Municipal Court functions.
6. Using the City's software establishes and maintains the cash receipting system. This includes making bank deposits, plus receipting in all City revenue.
7. Prepares monthly, quarterly and annual reports for cash receipting, and utility billing systems. Provides assistance to other administrative staff members as needed.
8. Assists with filing, recordkeeping, and compliance notices. Will supply accurate lien payoffs to approved agencies when provided with an active tracking number.
9. Provides assistance to the Municipal Court Clerk as needed and directed.

10. Processes residential plumbing and mechanical permits when needed, as well as issuing permits once complete. Maintains building permits logs and other related permit functions.
11. Responds to questions and needs of City Staff and City Officials.
12. Keeps supervisor informed of job related matters and willingly accepts direction from supervisor and other staff.
13. Performs other general office duties and tasks as required.

Non-essential Duties:

1. This employee will often assist other City Staff in the performance of their jobs.
2. May occasionally attend evening meetings if needed, to assist management staff members.
3. Can serve as a member of the Safety Committee for the City, or any other employee committees.

Education, Qualifications and Experience:

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability demanded by this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and Experience: A high school diploma or GED and at least three years in an office environment; or, any equivalent combination of experience or training which demonstrate the knowledge, skills and abilities to perform the above described duties.

Employee must pass an extensive background check and obtain CJIS level 3 training in order to work at a facility that uses the LEDS system.

Language Skills: Ability to read, analyze, and interpret reports, financial records, and legal documents. Ability to respond to frequent inquiries and complaints from the public, regulatory agencies, supervisor, subordinates, and members of the business community. Must have basic knowledge of English composition, spelling and grammar. Ability to perform detailed work involving numerical data and perform basic math. Must maintain confidentiality with all City records and information.

Reasoning Ability: Ability to identify and solve complex problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret information and instructions furnished in written, verbal, diagram, or schedule form.

Computer Skills: Employee must have computer skills, including skills with word processing, spreadsheets, tables, and graphs. Employee must

have the ability to prioritize and organize work, and work with Windows based software, including Microsoft Office Suite and municipal software systems. Employee must have knowledge of standard office practices and procedures,

Work Relationships: This employee works with limited supervision, The employee is part of a team, and will contribute accordingly. This employee has greater authority than, and can give basic directions to the Utility Billing I position, if there is one.

Physical Demands: While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk and hear. The employee will use hands to handle objects, tools, or controls. The employee is occasionally required to balance, stoop, kneel, crouch or crawl.

The employee will regularly lift and/or move objects or materials up to 10 pounds, and occasionally to lift and/or move objects up to 40 pounds. Specific vision requirements to perform this job include both far away and close up vision, color vision, peripheral vision, and depth perception. Manual dexterity and coordination are required for over 50% of the work period. The employee may be required to operate a computer up to six hours or more a day.

Working Conditions: Work is performed both in a climate controlled office environment and outdoors.

Attendance Requirements: Work is during the daytime. On rare occasions, may be required to work evening work if needed. Employee is expected to arrive at work by 8:00 am and leave at 5:00 pm. Weekend and holiday work may be assigned.

Approved Sept 26, 2019

Physical Requirements: Light Work Position

POSITION INFORMATION:	
Job Title: Utility Billing I & II	Employer: The City of Harrisburg

Frequency Definitions:

- (N)** Never: Not required and not done on the job.
- (R)** Rare: May be required on a very infrequent basis; less than 1% work shift; may occur 1 – 5 times per day; less than 1% of an 8-hour work shift.
- (O)** Occasional: Occurs between 1% – 33% of an 8-hour work shift; total of up to 2.5 hours per 8-hour shift.
- (F)** Frequent: Occurs between 34% - 66% of an 8-hour work shift; total of between 2.6 hours to 5.0 hours per 8-hour shift.
- (C)** Continuous: Occurs between 67% to 100% of an 8-hour shift; total of between 5.1 hours to 8.0 hours per 8-hour shift.

WORKING CONDITIONS

Particular working conditions associated with this position. Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definition above). Provide specific details as to condition.

N	R	O	F	C	Condition	Comments/Detail (as applicable)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Indoors	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Outdoors	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extended work hours	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Travel to multiple worksites	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Low background noise	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Moderate background noise	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High background noise	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fumes/odors	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dust	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Varied/extreme temperatures	
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cramped workspace	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exposure to hazardous materials	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal protective equip. required	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify)	

MATERIALS AND EQUIPMENT USED

Particular materials and/or equipment used with this position. Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definition above). Provide specific detail as to height of lift/lower, distance of reaching, average/emergency situations, etc.

Condition	Comments/Detail
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Computer	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Mouse/Trackball	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Ten Key/Calculator	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Copier	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Fax Machine	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> E-mail	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Telephone	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Hand Tools	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Automobile (company <input type="checkbox"/> personal <input checked="" type="checkbox"/>	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other (specify)	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other (specify)	

PHYSICAL DEMANDS

Particular physical demands associated with this position. Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definition above). Provide specific detail as to height of lift/lower, distance of reaching, average/emergency situations, etc.

Physical Demand	Descriptive Details/Comments
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Standing	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Walking	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Sitting	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Driving	
Lifting/Lowering (Max: 40 Avg. 10 lbs.) with assistive equipment? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Carrying (Max: 40 Avg. 10 lbs.)	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pushing (Max: Avg. lbs.)	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pulling (Max: Avg. lbs.)	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Climbing (Max height:)	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Stairs	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Balancing	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Stooping	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Twisting	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Kneeling	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Crouching	
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Crawling	

PHYSICAL DEMANDS (CONTINUED)

Particular physical demands associated with this position. Check or list below, indicating frequency for each condition (N, R, O, F, C – refer to Frequency Definition above). Provide specific detail as to height of lift/lower, distance of reaching, average/emergency situations, etc.

Physical Demand	Descriptive Details/Comments
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Reaching overhead	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Reaching shoulder level	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Handling	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Pinching	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Grasping	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Wrist motion	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Speaking	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Hearing	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Seeing	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Writing	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Depth Perception	
<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Color Vision	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other (specify)	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other (specify)	

Completed by: _____ Title: _____ Date: _____

Completed by: _____ Title: _____ Date: _____

Completed by: _____ Title: _____ Date: _____