



CHARTER TOWNSHIP OF VAN BUREN JOB DESCRIPTION

Position Title: Account Clerk

Department: Public Services Department

Classification: Regular, Full-time

FLSA Status: Non-exempt

Union Affiliation: AFSCME

Position Summary

Under the general supervision of the Water and Sewer Director or their designee, the employee will be responsible for performing a broad range of clerical duties including typing, filing, data entry, analysis, researching, record keeping and customer service.

Essential Job Functions, Duties and Responsibilities

The Account Clerk in Water and Sewer may be called upon to perform any or all of the following essential job functions, duties and responsibilities. The following describe the general nature and level of work to be performed by the Account Clerk and is not to be construed as an exhaustive list of all job duties performed in this position.

- Answer telephone, records messages, prepares and sorts incoming mail for department staff.
- Greets customers, directs visitors to appropriate person or department. Hand out and receive filings and applications from residents and visitors for Building, Planning, Environmental, Water and Sewer Divisions.
- Assists in keeping applicants, consultants and department staff updated on various meetings and communications.
- Assist in preparing various monthly, quarterly, or other reports as required by the various divisions of the Departments.
- Compose and type letters, preparing agendas and minutes for boards and commissions, using proper format, grammar and punctuation, and preparing spreadsheets and receivables.
- Responsible for logging and reporting complaints.
- Assists in maintaining inventory and/or issuance of all equipment and supplies as directed.
- May serve as recording secretary for various commissions and committee meetings such as Water and Sewer Commission and all other committees, boards and authorities as assigned.
- Will calculate and mail invoices and track receivables for collections of fees.
- Assists in the coordination of schedules, ongoing studies and programs requiring interdepartmental participation.
- Must maintain compliance with Township Employee Manual, Township Ethics Policy, Township Policies manual, Collective Bargaining Agreement and all other policies as adopted.
- Demonstrates regular and predictable attendance.
- Required to be available to perform duties for operation problems, storms, power outages and other emergencies deemed necessary by management after normal working hours, weekends and holidays.
- Perform other related duties as assigned by the Director or his/her designee.

Required Knowledge, Skills, Abilities and Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions, duties and responsibilities of the position.

- Must possess a High school diploma or equivalent, some college a plus.
- Training and experience in financial accounting, GIS and Mapping software.
- Ability to prepare minutes.
- Strong attention to detail.
- Competence in basic mathematical calculations including algebra and geometry.
- Ability to use deductive reasoning and logic in job related problem solving and to deal with problems involving several variables.
- Skill in communicating verbally and in writing and interacting with customers in a professional and ethical manner.
- Ability to establish and maintain effective working relationships with staff, supervisors and the general public
- Must be reliable and work cooperatively as part of a team.
- Ability to use various job related electronic equipment such as digital recorders, large scale plotter, computers scanners and fax machines for communication, record keeping and data updating.
- Ability to perform job duties and complete assignments with minimal need for direct supervision.
- Ability to learn the policies, procedures and operations of water metering, backflow, utility billing and regulations related to water and sewer systems.
- Ability to learn the data processing as related to divisional and utility billing operations.
- Must be willing to work overtime, evenings, and/or weekends to accommodate the needs of the Township.

The above list of job requirements, duties and responsibilities, physical abilities and other abilities are meant to be representative only and not all encompassing. The Township reserves the right to add to, delete from, change and/or amend the requirements, duties and responsibilities, physical abilities, and other abilities herein above set forth at any time and without prior notice.

Physical Abilities and Work Environment

While performing the duties of this job, with or without reasonable accommodations, the employee is frequently required to talk or hear. The employee must have normal sight and vision and be able to identify and distinguish colors. The employee is frequently required to read paper documents and view information on a computer screen. The employee frequently is required to stand and walk. The employee is frequently required to use hands to finger, handle or feel. The employee is frequently required to reach with hands and arms above the employee's head or at ninety degrees to the employee's shoulders. The employee is frequently required to climb and descend stairs and ladders. The employee is frequently required to squat, bend, stoop, kneel, crouch or crawl. The employee must occasionally exert up to 20 pounds of force and be able to lift and/or move items of up to fifty (50) pounds.