Bookkeeper/Operations Clerk

Job summary

Under the supervision of the secretary/treasurer of the \_\_\_\_\_ Water Utility, the bookkeeper/operations clerk performs a wide variety of accounting functions related to the proper financial management and operation of the utility. This is a nonexempt (hourly-wage) position that works under minimum supervision. The position is hired by the full board of directors. Employee must be bonded.

Education and experience

Requires, at a minimum, a high school diploma or equivalent with at least **[**number] years’ cash accounting experience working in a public or private organization, preferably with a high level of customer contact. Position requires a basic knowledge of computer operation, preferably including experience with accounting and billing software.

Operational duties

• Maintains general and special account ledgers in a standard, double-entry chart of accounts for the classification of all assets, liabilities, expenses, revenues and other accounting transactions.

• Maintains check registers, cash receipt journals, monthly disbursement and collections summaries, and reconciles monthly bank statements.

• Prepares checks for board signature.

• Maintains and prepares payroll, including federal, state and local withholding taxes.

• Prepares bills, receives payment of water bills, and posts payments to accounts; makes change and prepares monies for deposit; prepares shut-off notices, bills, and other materials for mailing. Prepares and submits to the board of directors those checks requiring board signature.

• Prepares monthly financial reports providing the current month’s revenues and expenditures; actual year-to-date revenue and expenditures; projected 12-month revenues and expenditures versus budgeted revenues and expenditures; net gain or loss for the month and year-to-date; beginning and ending balances for all operating and reserve accounts; and a summary of all past-due accounts.

• Accepts applications for new service, transfers or termination of service; maintains individual customer accounts.

• Provides information and assistance to customers with questions or complaints, or refers customers to proper person.

• Performs general office duties, such as ordering office supplies, answering correspondence, maintaining correspondence files, and other clerical tasks as assigned by the supervisor.

*Performance of these responsibilities is a necessary and vitally important part of providing safe and cost-effective water and wastewater services to our customers.*

Duties related to the management and administration of the system

• Advises and assists the board regarding financial and administrative procedures.

• Advises and assists the board in developing the annual budget.

• Assists external auditors to complete annual audit.

• Supervises temporary or part-time clerical help.

• Works closely with board and operator in procuring equipment, supplies and outside services.

Duties related to the strategic goals of the system

• Collects any past-due accounts that remain after the board members’ three-month collection activity.

• Determines if hardship applications qualify for time-payment plan.

• Prepares and submits to board for signature a letter to customers, stating policy dealing with unpaid bills and the intention to enforce it.

• Mails letter with customer bills.

• Reports orally and in writing the Past-due Account Summary at monthly board meetings.

• Assists board Budgeting and Rate-setting Committee to develop budgets for the next five years.

• Assists Budgeting and Rate Setting Committee to complete a rate study.

• Assists in educating the public about the need for a rate increase.

Required knowledge and skills

• Knowledge of cash accounting procedures.

• Knowledge of basic math principles.

• Knowledge of basic office procedures.

• Working knowledge of computers.

• Ability to learn new software programs.

• Ability to sort, classify, code and otherwise prepare financial records for computer input.

• Ability to prepare local, state and federal payroll tax documents.

• Skills in public relations and proper telephone etiquette.

• Ability to respond to inquiries from the public, provide assistance and routine information, and refer non-routine questions to the proper person.

• Ability to maintain files in an established filing system using set procedures.

• Ability to understand and follow oral and written instructions.

• Ability to communicate effectively orally and in writing.

• Ability to supervise subordinates’ work.

I have read, understand and agree to perform the duties and responsibilities as outlined above.

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Signed Date