



## STAFF REPORT

DATE: October 6, 2020

**CONSENT**

**AGENDA ITEM:** Accept Resignation and Approve Advertising Utility Billing Clerk Position

**SUBMITTED BY:** Jake Dickson, Assistant City Administrator

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**BACKGROUND:**

Dawn Nguyen resigned effective September 28.

**ISSUE BEFORE COUNCIL:**

Does Council accept Nguyen's resignation and authorize advertising the Utility Billing Clerk Position?

**PROPOSAL:**

Staff recommends accepting Nguyen's resignation and advertising the Utility Billing Clerk position. A copy of the proposed job posting is included in your packet.

**FISCAL IMPACT:**

The estimated annual fiscal impact for Utility Billing Clerk will be determined upon the selection of a candidate.

**RECOMMENDATION:**

If removed from the consent agenda:

***“Move to accept Dawn Nguyen's resignation and advertise the Utility Billing Clerk position.”***

**ATTACHMENTS:**

Job Posting



The City of Lake Elmo offers competitive pay and benefits in addition to professional development opportunities to all employees. The city's number one value statement is to foster an environment based on trust and ethics. These philosophies and practices help the City in recruiting and retaining exceptional employees.

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Accepting Applications for the Position of:

## Utility Billing Clerk (PT 24-28 hours/week)

**HOURLY PAY RANGE: \$21.95-\$28.54**

**OPENING DATE:** 10/7/2020

**CLOSING DATE:** 10/23/2020

**POSITION TITLE:** Utility Billing Clerk  
**DEPARTMENT:** Finance  
**ACCOUNTABLE TO:** Finance Director

### **Primary Objective of Position**

The Utility Clerk is responsible for clerical and accounting work performed in the municipal utilities portion of the Finance Department. This position is responsible for assisting with maintenance of the city's utility billing records and accounts, cash receipting and customer service. Provides back up to the Accountant as needed.

### **Essential Functions of the Position**

#### **Utility Billing:**

- Provide customer service on-site, front counter, e-mail inquiries and phone calls
- Responsible for utility billing processing: including processing bills, payments and adjustments as needed
- Collects and enters data, prepares invoices and billing reports; posts transactions; processes meter deposits and refunds; processes work orders for connections or disconnections; performs related other public works services as requested; mails bills; processes rebates
- Pursues collection of delinquent utility accounts; prepares final notices, shut-off and turn-on orders; researches accounts
- Assist new customers in account set-up and changeovers, including online billing system
- Complete assessment and utility search inquiries
- Assist the Finance Director in preparing the annual assessment report for the County

- Working with Public Works as new meters are set-up and meters are shut off
- Composes correspondence, documents and reports when required or requested.

### **Annual Financial Preparation:**

- Assist with year-end audit schedules and preparation
- Assist with budget preparation

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the City.

### **Position Requirements**

#### ***Knowledge, Skills and Abilities:***

- Demonstrates ability to prioritize tasks, solve problems and meet deadlines
- Works well with internal staff and provides them with accurate and timely financial reports and problem resolution when appropriate
- Makes minimal errors completing recurring entries, utility billings, calculations, subsidiary spreadsheets, etc
- Ability to perform with minimal supervision
- Contributes to the team effort and positive image of the Department by consistently providing a high level of support to internal and external customers
- Promptly resolves accounting problems in a constructive and well-documented manner
- Maintain internal and external relationships via in-person, phone, or e-mail with residents, vendors, auditors, staff, realty agents and bank professionals

***Education:*** High School Diploma or equivalent

#### ***Requirements:***

- Two (2) years of bookkeeping, accounting, and/or general office experience.
- Considerable experience with providing customer service and interacting with the general public.

Process basic computers skills, including a good knowledge of and experience using:

- E-mail and Microsoft Outlook
- Web Browsing
- Basic Computer Mapping (Google Maps, Bing)
- Adobe PDF Viewer
- Microsoft Office Products

#### ***Desired Qualifications:***

- Education and experience in accounting and finance
- Ability to exercise independent judgement and discretion in decision-making
- Ability to effectively problem solve using analytical and strategic thinking

- Previous government experience; Knowledge of principles and practices of local government
- Advanced computer software experience and proficiency in Word, Xcel and other financial software packages such as Banyan and Springbrook

**Physical and Mental Requirements:** Positions in this job typically require: sitting, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. This position encounters unexpected and prolonged workdays and stress and pressure from dealing with emotional issues and conflicts. There is also sustained exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 20 pounds of force on occasion and the ability to lift, carry, push, pull and move objects. The individual may encounter unexpected and prolonged workdays and stress and pressure from dealing with emotional issues and conflicts.

*\*\*The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

**Working Conditions:** Most work is performed in an office setting

**Competencies Common to All City Positions:**

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable City policies and procedures
- Demonstration by personal example the spirit of service, excellence, and integrity expected from all staff
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities
- Represent the City of Lake Elmo in a professional manner to the public, outside contacts and constituencies

*\*\*The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

THIS POSITION IS OPEN UNTIL FILLED, WITH THE FIRST ROUND OF REVIEWS TAKING PLACE 10/23/2020  
**SEND COVER LETTER, RESUME, LAKE ELMO APPLICATION AND REFERENCES TO:**

CITY OF LAKE ELMO

ATTN: Jake Dickson, ASSISTANT CITY ADMINISTRATOR

3880 LAVERNE AVENUE NORTH, Suite 100, LAKE ELMO, MN 55042

PLEASE VISIT OUR WEBSITE AT [WWW.LAKEELMO.ORG](http://WWW.LAKEELMO.ORG) FOR ADDITIONAL INFORMATION/APPLICATION OR CONTACT US AT 651.747.3900

CITY OF LAKE ELMO IS AN EQUAL OPPORTUNITY EMPLOYER