



STAFF REPORT

DATE: January 19, 2021

CONSENT

TO: Honorable Mayor and City Council

AGENDA ITEM: Authorize Advertising Utility Billing Clerk Position

SUBMITTED BY: Jake Dickson, Assistant City Administrator

BACKGROUND:

The Utility Billing Clerk position has been vacant since December 16, 2020. At the January 12, 2021 City Council Workshop the City Council gave staff direction to revise the Utility Billing Clerk position and make it full time.

ISSUE BEFORE COUNCIL:

Should the City Council accept the modified job description and authorize advertising the Utility Billing Clerk position?

PROPOSAL DETAILS/ANALYSIS:

Staff recommends accepting the modified job description and advertising the Utility Billing Clerk Position.

FISCAL IMPACT:

The annual cost to the City of the Utility Billing Clerk position ranges from \$69,218.50-\$86,760.98. The unbudgeted impact of increased wages and benefits ranges from \$31,711.58-\$37,771.20. There is no impact to the general fund.

Fiscal impact will be further defined upon recommendation of a candidate.

OPTIONS:

- 1) Accept new job description and advertise the position with the attached Job Posting
- 2) Advertise the position with a modified Job Posting
- 3) Do not advertise the position.

RECOMMENDATION:

If removed from the consent agenda:

“Motion to approve new Utility Billing Clerk job description and advertise the Utility Billing Clerk position”

ATTACHMENTS:

- Utility Billing Clerk Job Description
- Utility Billing Clerk Job Posting

City of Lake Elmo

Job Title: Utility Billing Clerk

Department: Finance

Status: Full-Time Regular Position

Benefits: Qualifies for Full Time Benefits

Reporting Relationship: Reports to Finance Director

Supervisory Duties: This position has no supervisory duties.

Position Details: 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

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.*



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.

Accepting Applications for the Position of:

Utility Billing Clerk

HOURLY PAY RANGE: \$22.48-\$29.22

FLSA STATUS: Full Time Non-Exempt

OPENING DATE: 1/20/2021

CLOSING DATE: 2/12/2021

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 2/12/2021
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 FOR ADDITIONAL INFORMATION/APPLICATION OR CONTACT US AT 651.747.3900

CITY OF LAKE ELMO IS AN EQUAL OPPORTUNITY EMPLOYER