

## CITY OF LOCK HAVEN, PENNSYLVANIA

**Job title:** Water Department Clerk (Part-Time)

**Work Site:** Water Department Office, Lock Haven City Hall (20 E Church Street)

**Work Hours:** (5Hrs/Day) (25 Hrs/Wk) Normally Noon to 5:00PM daily

**Salary / Benefits:** \$10.50 per hour

**Supervisor:** Water Superintendent or designee, who answers to the City Manager

**Job Summary:**

- Performs a wide variety of clerical functions that require the application of independent judgment and the interpretation of policies and regulations. Supervision may be exercised over other employees assisting in routine details such as preparing work orders, invoicing, and ordering pipe and appurtenances. Work may include the operation of standard office equipment and responsible contacts with the public. May be assigned to other City Hall offices as needed.

**Essential Job Functions:**

- Answer telephones to assist callers and provide general information to the public
- Greet and assist walk-in clients and customers
- Transfer meter information to individual accounts and prepare quarterly billings
- Maintain customer account records
- Generate customer bills for final readings
- Operate computer billing and meter maintenance software to generate customer bills and reports
- Prepare work orders for Water Department personnel
- Organize and maintain Water Department files and accounts
- Become proficient with Water Department rules & regulations and procedures
- Recording messages for department personnel

**Marginal Job Functions:**

- Perform other related duties as assigned
- Escort customers to other offices as necessary

**Qualifications:**

- Education: High School graduate or equivalent
- Experience: Bookkeeping/Accounting experience desirable
- Demonstration of Skills and Abilities
  - Ability to use computer for word processing, billing and spreadsheets
  - Ability to maintain records and files and assemble data for reports
  - Ability to exercise good judgement and tact
  - Ability to maintain absolute confidentiality of information
  - Ability to work with minimal direction and supervision
  - Ability to effectively communicate with the public and deal with irate customers
  - Ability to effectively communicate with other employees
  - Ability to operate public works radio system
  - Proficiency with word processing, spreadsheet programs and computer equipment
  - Must be punctual, neat, and able to write legibly

**Physical Performing Elements:**

- Lifting and carrying 20-50 pounds

- Frequent bending, kneeling and reaching
- Standing for long periods of time
- Sitting for long periods of time
- Handling and assembling small parts

**Mental Performing Elements:**

- Organizing and coordinating schedules
- Analyzing and interpreting data
- Problem-solving
- Communicating with the public
- Creating written communication
- Completing written and verbal work orders
- Basic mathematic operations

When duties and responsibilities change and develop the job description will be reviewed and subject to changes of business necessity.