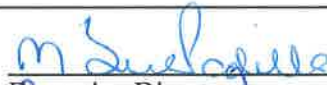
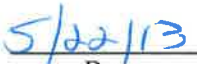




**CAMINO REAL REGIONAL UTILITY AUTHORITY  
JOB DESCRIPTION**

<b>POSITION TITLE:</b> Utility Service Clerk I	<b>PAY GRADE:</b> 6
<b>REPORTS TO:</b> Office Manager	<b>FLSA:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt <b>LEAD:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>SUPERVISOR:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>APPROVED:</b>  Executive Director	 Date
 Human Resources Director	 Date

**I. PURPOSE SUMMARY.** Provides customer service to the public and Camino Real Regional Utility Authority (CRRUA) employees. Performs cashier functions and clerical duties.

**II. ESSENTIAL DUTIES.**

- 1. Provide customer service.**
  - A. Greet customers, receive phones calls, and provide needed information or direct customers to proper department.
  - B. Search customer accounts and provide information.
  - C. Accept utility payments and post to customer account in a computer based accounting system.
- 2. Receive and distribute department mail.**
  - A. Open mail and record check/money order numbers on attached stubs.
  - B. Post mailed payments to customer accounts
  - C. Reconcile checks and stubs to prepare for daily balance and deposit
  - D. Return checks with incomplete or wrong information along with a letter of explanation why payment was returned.
- 3. Open and close utility accounts.**
  - A. Place work order for new and existing customers
  - B. Take applications for new customers and provide information on grants that may be available.
  - C. Fill out name change forms
  - D. Make payment arrangements on past-due accounts.
  - E. Gather information to close accounts and notify customers of final bill.
  - F. Enter customer meter readings into accounts.
- 4. Create and maintain files.**
  - A. Create and file new applications, grant forms, name change forms and payment arrangement forms.
  - B. File any letters sent out to customers regarding their accounts.
  - C. File any paperwork involved with applications.

III. **ADDITIONAL DUTIES.** Perform related duties as assigned

IV. **QUALIFICATIONS.**

A. **Education.** High school diploma or equivalent.

B. **Experience.** Two (2) years of full-time responsible and advanced administrative or responsible customer service and cash handling work experience. Bi-lingual proficiency in English and Spanish is required.

C. **Education/Experience Substitution.** In accordance with CRRUA policy.

D. **Licenses/Certifications.** N/A

E. **Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** Must pass a background and credit check.

1. **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:** General office practices and procedures; proper methods to maintain accurate records; Business English; spelling, grammar and punctuation, and basic arithmetic; proper methods to maintain accurate records; laws and changes dealing with financial statements, real estate and non-real estate documents and records; local, state and federal codes and regulations pertinent to department assigned. Computer and applicable software operation, handling sensitive and confidential matters professionally and tactfully, and dealing with a culturally diverse population; establishing and maintain respectful, effective and cooperative working relationships with others. Dependability, attendance, punctuality and a commitment to do the job right are essential elements of every job. Responsible for knowing and abiding by all CRRUA policies and procedures. Work is performed under general supervision of the assigned supervisor.

2. **FREEDOM TO ACT.**

Recurring assignments are performed independently without specific instructions. Deviations, problems and unfamiliar situations are referred to the supervisor for decision or help. The supervisor assures finished work and methods used are technically accurate and in compliance with instructions or established procedures.

3. **GUIDELINES AND JUDGMENT.**

Specific, detailed guidelines covering all important aspects of the assignment are provided. The position works in strict adherence to the guidelines. Deviations must be authorized by the supervisor.

4. **PHYSICAL DEMANDS.** The work is sedentary, typically requiring the employee to sit comfortably to do the work. There may be some walking, standing, bending, and carrying of light items. Daily duties include keyboarding and mousing throughout the entire shift; visual acuity is required to perform computer and cash functions.

5. **WORK ENVIRONMENT.**

The work area is adequately lighted, heated, and ventilated, and involves everyday risks or discomforts that require normal safety precautions and safe work practices.

**IV. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the CRRUA Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by:

\_\_\_\_\_

*Employee*

\_\_\_\_\_

*Date*