

Job Title: **Utility Cashier Clerk**  
Department: Utility Billing & Collections  
Supervisor: Utility Billing Manager



Classification: **Non-Exempt**

Effective: 03/10/2022

**I. JOB SUMMARY:**

Individual is responsible for receiving daily water payments. Individual will need to work effectively with the general public to solve citizens' concerns/inquiries in a timely manner. Individual will receive phone calls and visitors to the department, determine the nature of the business and direct phone calls or visitors to appropriate destination. Will perform routine clerical duties such as cashiering and posting water payments in computer. The job has no supervisory responsibilities. Individual will perform other duties assigned by the supervisor/department head when needed.

**II. EDUCATION & EXPERIENCE REQUIREMENTS:**

- High school diploma or G.E.D. is required.
- Must be able to type 45 wpm and have good filing skills.
- Must be proficient in working with personal computer, typewriter, and general office equipment.
- Must be able to use a 10-key calculator by touch.
- Minimum two (2) years' experience with office/clerical procedures.
- Must have a minimum of two (2) years' experience in cashiering.
- Must be able to communicate proficiently in the Spanish and English language.

**III. EMPLOYMENT REQUIREMENT:**

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a pre-employment drug, physical and pre-placement screening administered by the City of Mission appointed physician at the City's expense.
- Must have a current valid class "C" Driver License from the Texas Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

**IV. SKILL ABILITY REQUIREMENT:**

- Ability to count money by hand.
- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.
- Ability to deal with public relation issues and various types of citizen inquiries tactfully, courteously, and in a business matter.
- Ability to compute and record numbers correctly.
- Above average oral and written communication skills. Ability to communicate proficiently in English and Spanish.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to analyze and interpret data.

- Ability to establish and maintain effective working relationship with office staff, auxiliary departments, elected officials and the general public.
- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to read and interpret documents such as safety rules and city policy procedures.

**V. ESSENTIAL JOB FUNCTIONS:**

- Answer telephone with clear, courteous, and business voice, and directs the calls to the appropriate destination to expedite response.
- Receive visitors, answers questions and inquiries to resolve issues at hand or directs to appropriate destination.
- Individual is responsible for receiving daily water payments.
- Receive water bills, stamps customer portion, renders receipt and change, if any.
- Responsible for contacting new customers and disconnect accounts.
- Process delinquent accounts.
- Receives new orders for installation, discontinuance, or change in service.
- Receives new connection forms, determines charges for service, collects deposits, prepares change of address records, and issues discontinuance orders by computer and/or through communication applications.
- May receive complaints concerning billing or notification of water failure and will refer them to the designated department.
- Counts monies at the end of the work day, prepares bank deposit and balances deposit with daily cashier report.
- Sorts and files letters and other documentation.
- Account data entry.
- Maintain an accurate log of daily visitors and incoming calls received.
- Must be able to tactfully keep loiterers away from city property.
- Must be able to work under stress and be able to handle various tasks with interruptions.
- Perform all job functions with special attention placed on good public relations, safety, and proper office procedures in compliance with city policies.
- Perform other related duties as assigned by supervisor/department director.

**VI. NON-ESSENTIAL JOB FUNCTIONS:**

- Attend special events when necessary.

**VII. EQUIPMENT/MATERIALS:** General office and safety equipment/materials to include but not limited to the following:

- Personnel Computer
- Copier, Printer, Scanner, Fax
- Telephone
- Various software applications

➤ Personnel Policy Manual

**VIII. WORK ENVIRONMENT:**

Exposure to the following environmental conditions are required for this job.

		Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
	None			
Wet humid conditions (none-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

**IX. MANUAL DEXTERITY:**

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations and transport binders, books, storage boxes, chairs, and boxes of paper to storage or printing areas. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

**X. PHYSICAL DEMAND ANALYSIS:**

**MATERIAL HANDLING ACTIVITIES**

Tasks	Weights	Frequency	Performance
<b>LIFTING</b>	Up to 5 lbs.	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of shoulder level.
	6-10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs.	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs.	N	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs.	N	
	76-100 lbs.	N	
	Over 100 lbs.	N	
<b>CARRYING</b>	Up to 5 lbs.	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, telephone, calculator from waist to maximum of
	6-10 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	11-20 lbs.	F	Books, binders, boxes from waist to maximum of shoulder level.
	21-25 lbs.	O	Stacks of books, binders, boxes from waist to maximum of shoulder level.
	26-50 lbs.	N	Stacks of books, binders, boxes from floor to waist level.
	51-75 lbs.	N	
	76-100 lbs.	N	
	Over 100 lbs.	N	
<b>PUSH/PULLING</b>	Up to 5 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6-10 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs.	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26-50 lbs.	N	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51-75 lbs.	N	
	76-100 lbs.	N	
	Over 100 lbs.	N	

**N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%**

**NON-MATERIAL HANDLING ACTIVITIES**

Tasks	Frequency	Performance
<b>CLIMBING</b>	<b>O</b>	Use three step stool or six step ladders to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
<b>BALANCING</b>	<b>C</b>	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
<b>STOOPING</b> (Bending at waist)	<b>F</b>	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down to floor area.
<b>KNEELING</b> (one or both knees)	<b>O</b>	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets
<b>CROUCHING</b> (bending at hips/knees)	<b>F</b>	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
<b>CRAWLING</b>	<b>O</b>	Under desk to plug computer, tower, and printer.
<b>REACHING</b>	<b>C</b>	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
<b>TWISTING/TURNING</b> (rotation)	<b>C</b>	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
<b>HANDLING</b> (manipulated objects)	<b>C</b>	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
<b>STANDING</b>	<b>C</b>	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, books, at shoulder level, opening file drawers, pick up and deliver documents.
<b>WALKING</b>	<b>F</b>	Retrieve paperwork within office and other offices within department up to 50 walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
<b>SITTING</b>	<b>C</b>	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
<b>FINGERING</b> (finger dexterity)	<b>C</b>	Typing letters and reports on computer key board or typewriter, using 10 key calculators by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
<b>GRASPING</b> (whole hand activities)	<b>C</b>	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser,

**N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%**

I \_\_\_\_\_ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date