

## **Job Description**

### **Utility Services Attendant/Deputy Town Clerk**

#### **Summary of Position:**

The Utility Services Attendant ensures the timely, accurate, and thorough processing of all payments from the public including utility bills, civil citations, zoning permits, and recreational rentals for the Town of Landis. The position is the principal receptionist providing telephone contact and directing calls to various departments. Work as the Deputy Town Clerk requires an understanding of public records, public meetings and records retention laws, and regulations as well as ability to meet the administrative needs of the Town Planning Board. This position will report directly to the Utility Services Director and Town Clerk.

#### **Key Responsibilities:**

- Data Entry for utility and other payments.
- Cash handling and verification for utility and other payments.
- Answering customer utility billing questions.
- Power connection and disconnection assistance.
- Referring service requests to appropriate departments including preparing work orders and tracking forms.
- Performs an initial edit of meter readings and develops a re-read list for other staff.
- Assist Finance staff with their duties when necessary, including assisting the Finance Manager with daily bank deposits, assisting with dropbox and mail payments.
- The Deputy Clerk acts in the Clerk to the Boards' absence, assuming responsibilities required to continue office operations. This responsibility includes gathering information for meeting agenda packets, preparing Board meeting agendas, attending Board of Aldermen meetings, completing meeting minutes, and notifying Aldermen, County staff, news media, and other interested parties of dates and times of scheduled Board meetings.
- Attends Planning Board/Board of Adjustment meetings scheduled during and after regular business hours; records the meeting, takes photographs as needed, and completes meeting minutes.
- Assists the Clerk to the Board in maintaining up-to-date information on all Town Board and Committee appointments and advertisements; and preparing and tracking all letters of appointment, reappointment, and appreciation.
- Supports the Planning Board/Board of Adjustment with coordinating schedules, responds to invitations, maintains event calendar, and organizes various meetings and events hosted by the Board.
- Performs receptionist duties; greets visitors to Town Hall and answers incoming calls to the office; assists the public by providing information regarding Board actions and records, and general Town business.
- Maintains records, minutes, and files of the Planning Board/Board of Adjustments in an organized manner.

- Performs related tasks as required along with any other duties assigned by the Town Manager.

### **Qualifications:**

- Good communication skills.
- Cash handling experience.
- Able to accurately read and communicate orders.
- Well organized, shows a sense of urgency; able to track multiple orders and multi-task.
- Works productively with others.
- Proficient in Word and Excel.
- Understand the importance of accurate posting and timely billing.
- Considerable knowledge of North Carolina General Statutes and of local ordinances governing the responsibilities of Town Clerks.
- Considerable knowledge of the organization and functions of Town government.
- Considerable knowledge of standard and approved practices and procedures employed in the processing, safekeeping and utilization of official Town records and documents.
- Considerable knowledge of standard modern office administrative practices and procedures.
- Considerable knowledge of the principles of grammar, spelling, and composition.
- Considerable knowledge of office technology and related information technology.
- Ability to exercise sound judgment in making decisions in conformance with laws, regulations, and policies.
- Ability to take notes of the proceedings of official meetings and to prepare accurate minutes reflecting the actions taken.
- Ability to communicate effectively in oral and written forms.
- Ability to establish and maintain effective working relationships with elected and appointed officials, department heads, employees, and the general public.
- Ability to handle confidential information.

### **Physical Demands:**

- Must be able to physically perform the basic life operational support functions of reaching, walking, fingering, talking, hearing, and repetitive motions.
- Must be able to stand and sit for shift duration
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or a 10 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects
- Must possess the visual acuity to prepare and analyze data and figures, to operate a computer and to determine accuracy, neatness and thoroughness of the work assigned.

### **Special Requirement:**

- Must possess a Valid NC Drivers Licenses

**Desirable Education and Experience:**

- Associates Degree in Business Administration, Office Management, or Finance is preferred; however, a combination of education and experience will be accepted.

Will require attendance at Planning Board/Board of Adjustments meetings. These meeting are normally held once a month after hours in the Board Room located at Town Hall.

Pay Grade: 14