



# Job Description

---

**JOB TITLE:** Utility/ Permit Clerk

**DEPARTMENT:** Office

**REPORTS TO:** Clerk Treasurer

**SUPERVISES:** N/A

**DEFINITION:** Non-exempt position performing data entry, bookkeeping and routine clerical duties for the general activities of the Town. The Utility/Permit Clerk may be the first point of contact to respond to inquiries from residents, contractors and developers regarding building and land use codes and regulations, and Town requirements for permit applications. The Utility/Permit Clerk is responsible for the maintenance of the Town's Utility Database, as well as Utility Billing and receipting. The Utility/Permit Clerk provides support to the Clerk Treasurer and the Planning Director.

## **EXPECTATIONS:**

- General knowledge of office procedures and practices.
- Understand and effectively follow verbal and written direction.
- Perform detailed transactions rapidly, accurately, and review all utility billing activity for quality control of information, records, and reports.
- Establish and maintain effective working relationships with fellow employees and the general public.
- Ability to prepare accurate and detailed reports using the utility billing system software, as well as MS Office applications, and meet work deadlines.

## **ESSENTIAL JOB FUNCTIONS:**

- **Reception** -- Greets public in person and by phone and promptly takes care of the request or relays the message to the appropriate person.
- **Utility Billing** -- Electronic download and reconciliation of meter readings into computerized utility billing system, bill preparation, receipt of monies, bank deposits, quarterly reports, and bill collections.
- **Maintenance of Utility Database** – Responsible for data entry and maintenance of data for utility customer information; property information. Able to develop reports from database to support various Town departments.
- **Clerical** -- Typing and word processing for various Town departments.



# Job Description

---

- **Planning/Building Department –**
  - Provides support to Planning Director.
  - Tracks all permits and actions for the planning department using an action log.
  - Acts as secretary for Historic Preservation Committee and Planning Commission. Prepares meeting agendas, agenda packets, attends and records meetings, prepares minutes of meetings; and maintains files.
- **Other** - Other duties as required.

## **ADDITIONAL JOB FUNCTIONS:**

**TOOLS AND EQUIPMENT:** Standard office equipment, including personal computer, multi-line phone system, fax machine, copier, 10-key calculator. Meter reader interface, postal scale, label maker.

## **MINIMUM QUALIFICATIONS:**

- Must have high school degree, or G.E.D. equivalent.
- Computer and MS Office software proficiency required.
- Ability to establish and maintain effective working relationships with co-workers, elected officials, other organizations and the general public.
- Effective communication skills, both in writing and orally.
- Ability to read, write, speak and understand English fluently.
- Planning, organizing, prioritizing, and time management skills.
- Ability to prepare and organize records.
- Customer Service experience and skills.
- Strong attention to detail.
- Effective filing and record keeping skills.
- General administrative practices and record keeping methods.

## **Special Requirements:**

- Must have a valid Washington State driver's license.
- Must successfully pass a background check.

## **WORK ENVIRONMENT**

Typical office environment, with low noise levels and air pollution, with extensive work performed at a computer workstation. Infrequent travel to other communities for meetings or seminars is required.

This employee must have the ability to work in a fast-paced environment and be able to handle multiple tasks at one time. Must have the ability to establish and maintain effective working relationships with Town staff, citizens and other organizations and agencies.



# Job Description

---

Attendance at night meetings is required on a scheduled basis.

## **Essential Physical Abilities:**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written/typed documents and text materials;
- Sufficient manual dexterity, personal mobility, flexibility, agility and balance, with or without reasonable accommodation, which permits the employee to operate standard office equipment, including a personal computer, and operate a motor vehicle; to sit and work at a keyboard for an extended period time, lift up to 25 pounds, and work in an office environment.

The statements contained herein reflect the general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak periods, or otherwise balance the workload. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**The Town of Coupeville is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, sexual orientation, religion, national origin, marital status, genetic information, veteran's status, disability, or any other basis prohibited by federal, state, or local law.**

*Note: In accordance with the Immigration Reform and Control Act of 1986, employment of persons hired by the Town will be contingent upon presentation of acceptable documents verifying the authorization of employment in the United States.*