



201 NW Douglas Blvd • Winston, OR 97496 • 541.679.6739 • Fax
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Job Description: Utility Billing Clerk/Office Assistant

Description of Duties:

This position is responsible for supporting the day-to-day operational needs of City Hall and the Planning Departments.

Customer Service

This position is very customer service oriented and must manage the phone calls, walk-in customers, and be able to communicate those customer needs to the appropriate staff. There is a required responsibility for providing information that may be related to billing, permitting, city functions, pertinent dates of scheduled events and Winston Municipal Code information.

Utility Billing

This position is responsible for nearly all portions of the utility billing process. Everything from setting up accounts, keeping them current, generating monthly bills, and appropriate billing system maintenance, for all fees. This position requires you to have an intricate understanding of the utility bill areas including sewer, transportation, storm, public safety and plant upgrade fees. In addition, providing information on rate increases or sewer rate study information may be necessary.

Office Support

- This position is responsible for understanding nominal permitting application requests including facilitating handouts related to a Planning Clearance Worksheet, grading permit, right of way activity permits, business license and etc.
- This position is responsible for all mailout requests for the Planning Department and provides an affidavit of mailout prior to completion.
- This position is responsible for all items that may be proposed to be included in the utility bill including requests from the City Council, Economic Development Committee, Planning Commission or City Manager.
- This position is responsible for answering questions regarding fencing, setbacks, zoning designations and identification of the floodplain. Any questions that are beyond a generalized nature are to be directed to the Planning Department.
- This position is required to acquire identification of the caller or walk in and the nature of their request prior to approaching any member of member of management or planning staff, with the exception of elected officials.

Accounts Receivable

Collecting payments, posting payments, creating, and issuing invoices.

Accounts Payable

Assist with the accounts payable.

Collections

Take appropriate steps to collect past due balances, on all fees.

Assistant

This position is responsible for the general administrative duties of City Hall, and staff. This position will also assist the City Hall support staff as needed. Position to perform other duties as assigned. This position is required to draft City Council and Planning Commission meeting minutes when necessary.

Minimum Qualifications:

- High School diploma or GED
- Preferred 3 years similar work experience
- Word processing, and spread sheet experience
- Clean driving record
- Must be able to pass drug test, and back ground investigation.
- Must have notary