

City of Gering

Job Posting Notice

Job Title: Customer Service Clerk

Department: Office

Grade Level: Grade 11

Posting Period: January 4 – January 22, 2021 (open until filled)

Application Deadline: 4:30 p.m., Friday January 22, 2021 at Gering City Administration Building, 1025 P Street Gering, NE.

Job Description: Attached

The City of Gering is seeking applications for a full-time position of Customer Service Clerk. Duties include (but are not limited to) routine clerical, and data processing work in the collecting of utility payments and other public services. Applicants must have graduated from a high school (or have GED equivalent) with specialized course work in general office practices. Applications may be obtained at the City of Gering, 1025 P Street, Gering, NE 69341 or on-line at www.gering.org. Application deadline is 4:30 p.m. on Friday January 22, 2021 and need to be addressed to: City of Gering, Attn: Human Resource Department, P O Box 305, Gering, NE 69341. EOE

City of Gering Job Applicant,

Please read and understand this statement before signing your job application.

Job Applications must be completed in their entirety (“see resume” is not sufficient) as this is the tool that will be used during the initial review in order to select applicants for interview.

The information provided in this job application must be true. False or misrepresented information will be sufficient cause for the application to be rejected (or cause for termination if discovered after employment).

You are authorizing the City of Gering to obtain information from previous employers, educational institutions and other parties to verify the accuracy of the information provided in this application. You are waiving all rights and claims you may have for seeking and using the information to evaluate the application.

This application will be used only for the position for which you are currently applying. If you wish to re-apply for another position, even if is the same classification, you must complete and submit a new application.

Thank you.

Human Resources

POSITION DESCRIPTION

Class Title:	Customer Service Clerk	Grade Number: 11
Department:	Office	Date: July, 2020
Status:	Non-Exempt	Safety Sensitive: No

GENERAL PURPOSE

Performs routine clerical and data processing work in the collecting of utility payments and other public services.

SUPERVISION RECEIVED

Works under the direct supervision of the City Treasurer/Finance Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Processes meter readings for preparation of monthly utility and final billings; includes printing and mailing of the billings.

Receives the public, answers questions; refer employee, citizen or other inquiries/complaints to appropriate person (s). Receives, date stamps and distributes incoming mail, processes outgoing mail.

Collects utility payments, special improvement district payments, and other payments made to the City and posts to the financial software system.

Processes work orders for utility disconnections, reconnections, new orders, and other public works service requests.

Maintains current customer account files; includes meter and address changes, automatic banking, payment arrangements.

Completes the process of month end balancing for utility accounts, runs reports for use in sales tax and journal entry preparation.

Process, record and assist in the issuance of all permits including, but not limited to building, plumbing, electrical, mechanical, plats, replats variances, fence, demo, sign, roofing, etc. Update monthly building permit records/reports, card file, file plats, etc.

Reconcile monthly ROA accounts for roofing, plumbing and other permits and send out monthly statement/invoices.

Works closely with the City Engineer and Building Inspector in scheduling building, plumbing, mechanical and State electrical inspections; get permits approved/signed, report citizen complaints to appropriate staff. Prepare inspection memo write up, make inspections calls and prepare letter to property owners.

Assists the City Engineer with official communication regarding permits, applications and ordinances as they pertain to building/zoning.

Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizens complaints.

Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-offs and turn-on orders.

Performs related duties as assigned.

PERIPHERAL DUTIES

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing
- (B) Any equivalent combination of education and experience, with additional experience substituting for the required college level training or a year for year basis.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing including correct input of data into electronic system;
- (B) Working knowledge of modern office practices and procedures;
- (C) Skills in operating listed tools and equipment.
- (D) Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions.
- (E) Ability to effectively meet and deal with the public.

SPECIAL REQUIREMENTS

None.

TOOLS AND EQUIPMENT USED

Personal computer, central billing system terminal, central financial computer, 10-key calculator, phone, base radio, fax and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



CITY OF GERING APPLICATION FOR EMPLOYMENT

Prospective employees will receive consideration without discrimination based on creed, color, sex, age, national origin, handicap, veteran status, sexual orientation, or any condition prescribed by state or local law.

Last Name _____ First _____ Middle _____ Date _____

Street Address (physical and mailing) _____ Home Telephone: _____

City _____ State _____ Zip _____ Cellular Telephone: _____

Have you ever applied for employment with us? _____ Date Available to Begin Work: _____

No Yes If yes, date: _____

Position Desired: _____ Pay Expected: _____

Apart from absence for religious observance, what hours are you available? _____ Are you legally eligible for employment in the United States? Yes No

- Full-Time Seasonal
- Part-Time Overtime (if requested)

Have you ever been bonded? No Yes

Have you been convicted of any crimes in the past ten years, excluding misdemeanors and summary offenses, which have not been annulled, expunged, or sealed by a court? No Yes

If yes, please describe in full: _____

Membership in professional and civic organizations (Exclude those that may disclose your race, color, religion, age, or national origin.

Other special training or skills (languages, machine operations, etc.), special accomplishments or awards _____

School	Name of School	Location of School	Course of Study	Did you Graduate	Years Completed	Degree or Diploma
High School						
Business/Trade/Technical						
College						
Graduate						

MILITARY Did you serve in the U.S. Armed Forces? Yes No If "Yes", in what Branch? _____

Describe any training received relevant to the position for which you are applying: _____

References we may contact:

_____ Name	_____ Years known	_____ Telephone	_____ Business
_____ Name	_____ Years known	_____ Telephone	_____ Business
_____ Name	_____ Years known	_____ Telephone	_____ Business

EMPLOYMENT Please give accurate, complete, full-time and part-time employment records. Start with your present or most recent.

Company Name _____	Telephone: _____
Address _____	Starting Pay: _____
Supervisor's Name _____	Ending Pay: _____
Job Title: _____	Employment Dates: _____
Describe Your Work: _____ _____	From: _____
	To: _____
Reason for Leaving: _____	

Company Name _____	Telephone: _____
Address _____	Starting Pay: _____
Supervisor's Name _____	Ending Pay: _____
Job Title: _____	Employment Dates: _____
Describe Your Work: _____ _____	From: _____
	To: _____
Reason for Leaving: _____	

Company Name _____	Telephone: _____
Address _____	Starting Pay: _____
Supervisor's Name _____	Ending Pay: _____
Job Title: _____	Employment Dates: _____
Describe Your Work: _____ _____	From: _____
	To: _____
Reason for Leaving: _____	

We may contact the employers listed above unless you indicate those you do not want us to contact.

Do Not Contact: Employer: _____
Reason: _____

Please read and understand this statement before signing your application:

The information provided in this Application for Employment is true. False, incomplete, or misrepresented information will be sufficient cause for my application to be rejected, or, if discovered after employment, cause for immediate termination of my employment.

I authorize the employer to obtain information about me from previous employers, educational institutions, and other parties to verify the accuracy of information in this application, a related employment resume, or personal interview. I waive all rights and claims I may otherwise have against the employer or its representatives, for seeking, and using information to evaluate my employment request and all other persons who provide information for this purpose.

This application will expire in 30 days. Unless otherwise notified, I understand that my status as an applicant will end. I may re-apply for employment in the future by completing a new application.

This application is not an employment agreement. If I accept an offer of employment I understand the employer may terminate my employment at any time, with or without cause and without prior notice, unless required by law. I understand that no one, other than an executive officer of the employer, has authority to enter into any employment agreement with terms contrary to the foregoing and then only in writing signed by such officer.

I accept all terms and conditions in the above statement.

Signature

Date

Please return to City of Gering Administration Offices, 1025 P Street, Gering, NE 69341

Fax: 308-436-6899