

Town of Mason

12157 Main Street

Mason TN 38049

901-294-3525 Phone

901-294-2307 Fax

**Utility Clerk Job Descriptions**

* Greets the public in person or via telephone, responding to questions and requests and referring complex issues to the appropriate person, giving directions, and taking messages where appropriate
* Work as a cashier receiving utility payments, balancing cash drawer daily. Balances and posts daily receipts for accounts receivable and prepares daily bank deposits; reconciles deposits with computer printout.
* Process and maintain changes in customer names, addresses, account status or meter locations from work orders.
* Collects water and sewer bills, City taxes, City fines and other payments to the City and posts to proper accounts.
* Assists City Court Clerk with entering and processing fines.
* Respond to requests for information from the public and other municipalities.
* Answers telephone calls and responds to complaints.
* Performs various clerical tasks i.e., mailing tax statements, monthly bills, and completing purchase orders
* Perform general office duties such as typing and proofreading correspondence, distributing and filing official forms.
* Collaborate with other staff to assist in the development and implementation of goals, objectives, policies and priorities.
* Performs related duties as required.
* Knowledge of modern office practices, procedures and equipment.
* Ability to type accurately, keep records and perform routine clerical tasks.
* Knowledge of business telephone manners and techniques.
* Ability to converse plainly and directly in a courteous and friendly manner with hostile and uncooperative citizens and assist with resolution of their problems.
* Ability to establish and maintain effective working relationships with the public, City Officials and employees.
* Ability to follow oral and written instructions and to organize and plan work independently.
* Check voice messages.

Emmit D. Gooden, Mayor

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