



Town of Paonia Job Descriptions

Job Title:	(Part-Time) Utility & Permit Clerk	New: <input checked="" type="checkbox"/> Rev.: <input type="checkbox"/>
Reports to (Title):	Town Administrator/Treasurer	
Department/Division:	Administration	Expected Starting Wage is: \$20/hour
	<i>One Total Position</i>	FLSA: Part-Time, Non-Exempt, Non-Bargaining

GENERAL SUMMARY:

Under the general direction of the Town Administrator/Treasurer, the Utility and Permit Clerk is the point of contact for utility services, permit inquiries, payments, records management, data entry, billing inquiries, and customer service. The position also provides administrative assistance to the Town Administrator/Treasurer.

DUTIES AND RESPONSIBILITIES:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Town of Paonia retains the right to modify, change the duties or essential functions of the job, and reclassify responsibilities at any time.

- Provides customer service, greets, directs and/or assists visitors at the front desk. Receives, screens, and routes incoming phone calls. Responds to inquiries of the public and Town staff regarding utility services, billing processes, general Town information, and accepting utility payments.
- Reviews, accepts, processes and coordinates permit applications. Initiates permit cases in the permit tracking processes. Issues permits to the public. Utilizes a variety of computer programs, including a permit tracking system, word processing, spreadsheet, and database applications.
- Assists with monthly utility billing, monitors, and updates customer files, and submits to third party vendor for processing. Assists with reconciliation and balancing of cash receipt system to the Town's financial management software.
- Assists Public Works with gathering and posting monthly meter reads, reviews readings for discrepancies, monitors consumption, and reports irregular activity to Public Works for further investigation (generates work orders). Runs exception report for leaks and other unusual meter activity. Initiates water connection/disconnection process including processing work orders, direct call, and installation documents.



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- Maintains permit files. Assists staff and public with record, and electronic archiving retrieval and departmental public disclosure requests. Performs regular purge actions to close expired permits. Archives closed permits by computer data entry, prepares file documents, scans records, reviews archived documents for completeness, and updates records when changes are made. Reconciles final charges for permit inspections to fees collected and ensures that the Town recovers costs associated with individual permits.
- Completes other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Skill and ability to keyboard efficiently and accurately while using a computer.
- Customer service skills and the ability to handle confidential information with integrity (bi-lingual skills are desirable).
- Proficiency with accounting software packages (or similar applications), the Town uses Caselle as its ERP and knowledge of Caselle is a plus; proficiency with Excel, Word, and internet applications such as iWorq (or similar applications) are a plus.
- Attention to detail – accuracy of input data using a 10-key calculator, quick math skills, and ability to maintain accuracy and attention to detail in an environment with frequent interruptions.
- Ability to solve problems independently, make sound decisions, and learn new software systems.
- Ability to learn, and understand Town of Paonia Municipal Code, policy, and procedure in related areas.
- Ability to clear explanations on procedures and regulations relating to the Town's building permit and inspection process, and utility billing process.
- Excellent organizational skills and ability to prioritize tasks effectively.
- Knowledge, skill, and ability to compose and format business letters, and generate reports using established software systems.
- Knowledgeable and able to communicate with the public in a friendly, helpful, and professional manner.
- Must be able to effectively switch between account and administrative work and serving customers as needed.
- Ability to work independently within the municipal framework, follow direction, identify, report, and offer suggestions to correct issues within the processes assigned to the position.



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EDUCATION AND EXPERIENCE:

Required Minimum Qualifications:

- High school diploma or GED; supplemented by a minimum of three years' experience or training involving any combination of education or training and experience which provides the requisite knowledge, skills, and abilities for this position.
- Must pass a background investigation, including a credit history check. Must be able to obtain and maintain all required certifications.
- Must possess and maintain a valid Colorado driver's license.

WORK ENVIRONMENT:

Physical Ability: Generally, work is sedentary at a desk, exerting up to 10 pounds to lift, carry, push, pull, or move objects. May require moderate lifting of 15-45 pounds under some circumstances (file boxes needed for audits). Other duties include filing, resulting in reaching, bending, and standing. Extensive typing and data entry requires use of fingers and wrists for long periods of time near a computer screen. Job requires reading, writing, keyboarding, hearing, verbal communication, and visually observing situations.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Requires working closely with others in a closed office setting, working with office machinery and software (HR, Accounting and Payroll Software on computers, printers, scanners, photocopiers, and phones), and exposure to noise. Exposure to a variety of weather conditions and temperatures, and slippery/uneven surfaces. Interaction with the general public is expected. The position requires both working alone and as a member of a team.

DISCLAIMER: The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and qualifications required of employees assigned to this job.



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HOW TO APPLY:

Submit a completed Paonia Employment Application. It is important that the Applicant's statement is signed either with a 'wet' signature or a digital signature prior to submission. Completed application packages may be dropped off in person to the Town Hall (214 Grand Ave. Paonia, CO 81428) or by emailing Paonia@TownofPaonia.com, with a subject line: [Position Application], [Name].

For Office Use Only

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