

DEPARTMENT: ADMINISTRATION

JOB TITLE: SEWER CLERK/COMMUNITY DEVELOPMENT ADMINISTRATOR

IMMEDIATE SUPERVISOR: TOWNSHIP MANAGER

PRIMARY FUNCTION:

This is an at will, full-time, non-exempt position that involves exacting professional administrative work in conjunction with the offices of the Planning Director, Treasurer and Township Manager, involving frequent detailed duties of wide and varied scope.

Work is often performed independently with decision being made based on established rules and policies, applicable laws, regulations imposed by other governmental agencies, and the employee's best judgement regarding internal consistency, precedent and fairness.

WORK PERFORMED:

1. Converts information received from Pennsylvania American Water ("PAW") into quarterly bills and processes, collects and records payments from all residents and businesses using specified software package.
2. Prepare and generate bills, termination notices, and final billings for sewer customers.
3. Ensure that all accounts are billed on a quarterly basis and paid by due date.
4. Prepares, generates and sends monthly debt service bills for all Township sewer districts.
5. Ensure that accurate billings are sent out.
6. Apply credits to customer bill once approved.
7. Prepare overpayment and refunds as needed.
8. Processes annual deduct meter credits and answers regular inquiries regarding the same.
9. Prepare final bills for Customer Service Representatives (no lien process).
10. File liens on accounts as needed for non-payment.
11. Processes and prepares lien letters, including researching outstanding liens for inclusion.
12. Interacts with real estate agents, the real estate tax collector, delinquent tax collectors/agencies, real estate closing agents, insurance companies and maintains related files and communications with companies/agencies.

13. Manage accounting and other records for customer accounts including inputs into the accounting system.
14. Maintain customer accounts with correct names, addresses, and account numbers.
15. Prepare correspondence for name change on billing accounts involving divorces, name changes, death, etc.
16. Key in inputs daily with accuracy.
17. Communicate regularly with customers regarding account status both orally and in writing.
18. Handle calls from customer to handle accounts daily
19. Prepare monthly reports on sewer billing and debt service accounts.
20. Receives, sorts, stamps and distributes incoming mail and prepares outgoing mail as necessary.
21. Collects various fees and payments due the Township and issues proper receipts.
22. Schedules dye tests with the department of Public Works
23. Processes Building Permit Applications and payments in conjunction with the Director of Planning and Building Inspector
24. Performs any other duties or functions as assigned from time to time by the Township Manager.

REQUIRED TRAINING, EXPERIENCE AND SKILLS:

1. Graduation from high school and 3years' experience administrative assistant / clerical or any equivalent combination of education and experience, which demonstrates effective communication skills, computer fluency, accurate record keeping and strong commitment to public service.
2. Ability to develop knowledge of the operations, functions, and scope of authority of Township departments as related to the handling and disposition of complaints and requests for information.
3. Ability to exercise good customer service skills and tact when dealing with the public in person and by telephone, including maintaining a polite and courteous manner.
4. Ability to make minor decisions in accordance with established precedents and departmental policies.
5. Ability to prepare effective correspondence on standard matters and to perform basic office management details without referral to a supervisor.

6. Ability to establish and maintain effective working relationships with other employees and the public.
7. Ability to operate standard office equipment and perform clerical operations rapidly, accurately and independently.
8. Ability to maintain complex clerical records and files and to prepare reports from records and files.
9. Must be bondable in the amount of \$200,000 security bond
10. Ability to show application of acceptable attention to details and procedures.
11. Ability to interpret a variety of instructions furnished in the written, oral, diagram or schedule form.
12. Ability to become a public notary
13. Operates computer and all other related office equipment
14. Ability to utilize basic office software packages.

PHYSICAL DEMANDS

1. Operate a variety of standard office equipment, including a personal computer that requires a continuous and repetitive eye, arm and hand movement.
2. Employee is regularly required to sit at a desk and in meetings for long periods of times of up to 2 to 4 hours or more.
3. Tasks may occasionally entail muscular strain, including walking, standing, stooping, sitting, reaching and lifting objects between 5-25lbs.

ACKNOWLEDGMENT OF RECEIPT, ACCURACY AND COMPREHENSION:

The above job description reflects the general information deemed necessary to convey the primary functions of the job and shall not be construed as a detailed description of all the work requirements inherent to the position.

Township Manager_____

Date_____

Sewer Clerk/_____

Date_____

Community Development Administrator