Administrative Specialist - Utility

The City of Bondurant, Iowa is accepting resumes until 4:30 p.m. on September 17, 2020 for the position of Administrative Specialist with interviews planned for September 21st, 2020. Starting salary range from $37,440 to $43,992, DOQ. This is a tremendous opportunity to grow with a community located in the central Iowa. Bondurant has a population of approximately 7,000+. This position will be appointed by and report to the City Administrator, with direct supervision under the Finance Director. The position is responsible for completing complex administrative analysis, related to the administration and operation of the City of Bondurant, particularly in relation to preparing and mailing monthly utility bills, collecting and posting payments and maintaining account history for approximately 3,000 utility accounts. Work includes public contact, research and analysis, and written reports. The successful candidate will have strong project management, customer/public service orientation, and math ability. Candidates with excellent communication skills with the following qualifications should apply.

- Associates Degree in related field required, Bachelor’s Degree preferred or combination of experience and education equivalent to minimum requirements.

- Knowledge of office and bookkeeping practices and procedures, office equipment and filing systems.

- Familiar with computers with special emphasis on word processing, spreadsheets, PowerPoint and payroll software programs.

- Possess above average writing skills and math skills.

- Ability to work effectively in stressful circumstances.

- Ability to cross-train in relation to the Utility Billing Clerk and City Clerk positions.

- Must be able to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers and the public.

- Experience with Incode, specifically Incode 10, is a major plus.

Full position description available at: www.cityofbondurant.com. Resume and cover letter that includes requested starting salary level and whether or not Veterans’ Preference is being requested should be submitted to (electronic submittals strongly preferred) by 4:30 p.m. on September 17, 2020:

City of Bondurant – Marketa Oliver, City Administrator
200 2nd Street NE
Bondurant, Iowa 50035
515.967.2418
moliver@cityofbondurant.com

Candidates should be prepared to interview on September 21, 2020.
PURPOSE OF POSITION

Under general supervision of the City Administrator and Finance Director. Additionally, takes direction from all Department Heads periodically. Performs required tasks, including complex administrative analysis, related to the administration and operation of the City of Bondurant, particularly as it relates to preparing and mailing monthly utility bills, collecting and posting payments and maintaining account history for approximately 3,000 utility accounts. Charges included on the utility bill include water, sewer, stormwater and garbage/recycling. Other duties include cemetery records, finance-related accounting work and work with other accounts receivable or payable. This position also provides general office operations support including dealing with City Hall counter customers and phone support. This permanent position is compensated on an hourly basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Fields citizen/customer inquiries and manage busy phone traffic;
2. Manages citizen complaints and requests;
3. Collects fees and charges and reconcile daily accounts;
4. Maintains databases and filing system(s);
5. Prepares invoices;
6. Drafts correspondence;
7. Reconciles monthly bank statements;
8. Processes mail, both incoming and outgoing;
9. Uploads revenue payments;
10. Maintains utility billing supplies inventory and purchases;
11. Establishes meter reading dates and billing groups and adjusts as necessary when new properties are added.
12. Load new or updated utility account information into the meter reading unit each month prior to meter reading.
13. Receive and process requests for final meter readings needed to facilitate property or occupancy transfers.
14. Enter new utility customer information no less than once each week.
15. Download meter reading data into the utility billing software.
16. Review monthly meter readings and determine high, low and zero consumption.
17. Issue informational letter to customers with unusually high bills prior to the regular billing date.
18. Issue monthly bills to allow for mailing on the last business day of the month.
19. Mail utility bills routinely once per month.
20. Generate utility final bill reports.
21. Print and mail utility refund checks.
22. Collect and post payments as they are received.
23. Work with other office staff to assist with payment posting during times when the Utility Billing Clerk is absent to assure that financial processing continues on a timely basis.
25. Review and issue Disconnect Notices as appropriate.
26. Generate delinquent account list for City Council review.
27. Enter customer banking information for preauthorized payment.
28. Create utility ACH file and send to banking facility.
29. Determine the monthly utility shut off date.
30. Generate reports needed by public works staff in shutting off delinquent utility accounts.
31. Notify public works employees promptly of paid customers on shut off list.
32. Maintain City cemetery location map and assist people interested in purchasing cemetery plots.
33. Receive payments for cemetery purchases and issue deeds.
34. Assist with communications with funeral homes and contractors providing vaults, funeral services or monuments for Bondurant cemetery plots.
35. Receive ambulance bill payments and maintain ambulance service accounts receivable records and reports.
36. Submit delinquent utility accounts, ambulance billings or other delinquent accounts receivable information to the State of Iowa Income Offset Program.
37. Performs other duties that could reasonably be expected of an employee in this capacity.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Associates Degree in related field required, Bachelor’s Degree preferred.

Knowledge of office and bookkeeping practices and procedures, office equipment and filing systems; familiar with computers with special emphasis on word processing, spreadsheets, PowerPoint and payroll software programs; type at least fifty (50) words per minute on a computer keyboard; ability to meet the public and to demonstrate courtesy under stress; possess above average writing skills and math skills; demonstrate ability to work effectively in stressful circumstances; ability to cross-train in relation to the Utility Billing Clerk and City Clerk positions.

Must be able to operate a variety of office equipment and enter and retrieve data via computer.

MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Physical Requirements

Position requires adaptability to performing a variety of duties, often changing from one task to another of a different nature without subsequent loss of efficiency or composure. Lifts and carries objects weighing up to 20 lbs. on a regular basis. On occasion may be required to lift 25 - 40 lb. bags or boxes. Pushes and pulls objects weighing up to 15 lbs. on a regular basis. Climbs ladders, step and balancing objects required on occasional basis. Use of fingers, hands, arms, body torso requiring manual dexterity is required in virtually all tasks performed.

Cognitive Demands
Position involves working directly with people, data and things in the provision of clerical support. Requires ability to differentiate between numbers, figures and forms; visual, sound, odor and color perception. Capacity to use and interpret a variety of information furnished in written, oral, diagrammatic or schedule form. Ability to perform multiple tasks simultaneously. Must demonstrate strong organizational skills. Applies acquired knowledge of the principles and practices associated with modern accounting and clerical practices.

**Language Ability & Interpersonal Communication**

Capacity to write reports, operating regulations, news articles and related documents using proper format, punctuation, spelling and grammar. Capacity to read and understand principles of logical or rational thinking to solve practical problems in situations where standardization normally exists.

**Environmental Adaptability**

Occupational hazards are those generally associated with occupations engaged in clerical work.

---

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

___________________________  _____________________________  
Date                                           Employee’s Signature

___________________________  _____________________________  
Date                                           City Administrator’s Signature
The City of Bondurant is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.