



Village of Bremen
9090 Marietta Road, SE
Bremen, Ohio 43107
(740) 569-4788
<http://BremenVillage.com>

The Village of Bremen, Ohio invites applications for the position of:
BILLING CLERK

Part-Time, Permanent

ESSENTIAL FUNCTIONS OF THE POSITION:

The purpose of this position is to support the functions of the village office and to provide constituent service. Works under the supervision of the fiscal officer / fiscal officer assistant.

Serves as front-line receptionist for municipal offices (phone and walk-in visitors), manages utility billing operations, and provides secretarial support to the fiscal officer and fiscal officer assistant.

This position requires the exercise of initiative, independent judgment, and advanced secretarial skills often involving sensitive and confidential information. Work involves frequent interaction with the fiscal officer, village employees, the public, contractors, outside agencies and elected officials.

The following are examples of the job duties but do not include all the possible tasks to be performed:

- Receives and handles public inquiries, input, and complaints from a variety of sources (e.g., email, mail, phone, in person).
- Greets walk-in office visitors and serves as receptionist for fiscal officer and fiscal officer assistant.
- Uses the village utility account software to maintain accurate utility billing and payment information for each customer account.
- Issues monthly utility bills to customers.
- Receives and processes payments from utility customers.
- Enters meter read-data into utility account software.
- Checks meter readings for any apparent errors; refers unusual readings to meter reader for re-reading; maintains records of malfunctioning or broken meters and repairs made; contacts customers to explain and/or reconcile billing errors and to notify of any repair work to be done.
- Monitors utility account database to identify delinquencies and prepare monthly delinquency letters.
- Makes monthly calls to delinquent utility customers warning them about service shutoff and encouraging payment.
- Answers questions from customers regarding their meter readings and the village's utility billing process, policies, and procedures.
- Retrieves mail from the village's post office box daily. Opens, sorts, and disburses incoming mail.
- Prepares outgoing mail and delivers to post office.

- Organizes and maintains document files, researches files to retrieve information, and manages archived files in accordance with established records retention policies and procedures.
- Processes public records requests.
- Assists in the development of the village's printed publications and public relations initiatives.
- Assists constituents who desire to reserve park facilities.
- Assists constituents who are seeking to apply for zoning and building permits.
- Dispatches village crews to handle constituent calls for service needs concerning infrastructure problems.
- Schedules meetings.
- Accepts deposits for utility services, park reservations, contractor registration fees, zoning permits and building permits. Prepares receipts for such and records the receipts.
- Prepares service orders to turn water service on or off.
- Reviews and audits bills related to the solid waste contract.
- Monitors office supply inventories, prepares purchase order requests for the acquisition of equipment, materials and supplies, and places orders with vendors.
- Attends trainings, seminars, and workshops.
- Develops weekly and daily work plans to accomplish needed projects.
- Cooperates with other work units and employees of the village organization to accomplish tasks and projects.
- Provides respectful, professional, positive service in all interactions between co-workers and internal and external customers.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly with others to provide quality seamless customer service.
- Always reflects a positive image of the Village of Bremen.
- Performs other duties as assigned by the fiscal officer and fiscal officer assistant.

JOB SETTING:

The duties of this position will be performed primarily indoors in a professional office setting, with daily errands away from the office. The incumbent will be expected to work alone, around others, on a team, under stress, under minimal supervision, under scrutiny of the public, and under deadlines.

EMOTIONAL DEMANDS:

| | |
|---------------------------------|------------|
| 1) Contacts with General Public | Frequently |
| 2) Customer Contact | Frequently |
| 3) Deadlines under Pressure | Frequently |
| 4) Multitasking | Frequently |
| 5) Working Alone | Frequently |

PHYSICAL DEMANDS:

- | | | |
|---------------------|---------|---------------------------------------|
| 1) Bending | 5-25% | |
| 2) Crouching | 5-25% | |
| 3) Reaching | 5-25% | |
| 4) Standing | 5-35% | |
| 5) Walking | 5-25% | |
| 6) Sitting | 75-100% | |
| 7) Lifting/Carrying | 5-25% | (Maximum weight to be lifted 30 lbs.) |
| 8) Keyboarding | 10-95% | |

MINIMUM REQUIREMENTS:

Possession of high school diploma, or equivalent, cash handling experience, customer service experience, data entry experience, and 2 years of experience in office management and operations, or any equivalent combination of training and experience which provides the following knowledge, skills, and abilities:

Knowledge of:

- Business English, spelling, grammar.
- Arithmetic.
- Principles and practices of public finance and budgeting, municipal accounting, and payroll and benefits administration.
- Fundamental banking procedures.
- Ohio's public record and sunshine laws.
- Effective governmental record-keeping practices and procedures.
- Municipal government operations and organization.
- Modern office practices, procedures, and equipment.
- Microsoft Office software, especially Word, Excel, and Access.

Skilled in:

- Comprehending financial reports.
- Well-developed interpersonal and communications skills to establish and maintain effective working relationships with other employees, officials, vendors, and the public, to negotiate effectively and to deal with public relations problems courteously and tactfully.
- Good customer service skills (in person, phone, email).
- Identifying alternative solutions or approaches to problems, and then using logic and reasoning to identify strengths and weaknesses of those alternatives.
- Using personal computer and common office machinery and equipment.
- Accurate and efficient keyboarding skills.
- Good planning and organizational skills.
- Both verbal and written communications, using proper English grammar.
- Following written and oral instructions.
- Using Microsoft Office software proficiently, especially Word, Excel, and Access.

Ability to:

- Communicate effectively, both orally and in writing, in the English language.
- Read and hear.
- Read, interpret, and record financial data and financial reports accurately.
- Interpret and apply relevant laws, codes, and regulations.
- Attend meetings at times outside of normal business hours.
- Record and transcribe meeting minutes with a high degree of accuracy and detail.
- Compile and evaluate complex financial data and prepare clear and accurate reports.
- Compose correspondence and perform office management details without assistance.
- Make responsible decisions in accordance with established policies and procedures.
- Key alpha-numeric data accurately.
- Speak and express ideas in a public and/or group setting.
- Make mathematical computations with reasonable speed and accuracy.

- Identify alternative solutions or approaches to problems, and then use logic and reasoning to identify strengths and weaknesses of those alternatives.
- Establish and maintain effective working relationships with others.
- Work independently with limited direction given.
- Apply problem solving skills and perform critical thinking.
- Use a personal computer and Microsoft Office software effectively.
- Operate office machines effectively.
- Discern when something is wrong or likely to go wrong.
- Apply general rules to specific problems to produce answers that make sense.
- Exercise independent judgement, and deal with many variables and determine specific action.
- Deal tactfully and courteously with the public.
- Prioritize to handle multiple time demands and deadlines.
- Abide by confidentiality requirements.
- Meet the emotional and physical demands as described and characterized above, in order to successfully perform the functions of this position.

NECESSARY SPECIAL REQUIREMENTS:

- Must be 18 years of age or older.
- Must possess and maintain a valid Ohio driver license and have a good driving record.
- Must be bondable.
- Must pass a pre-employment drug/alcohol screen and criminal background check.

COMPENSATION:

The rate of pay and benefits are negotiable, depending on candidate's qualifications, within the range set by the village council.

The pay range for this position is Prevailing Minimum Wage to \$15.00 per hour.

HOW TO APPLY:

To apply, submit a completed application form, plus a properly formatted business cover letter to: Village of Bremen, P.O. Box 127, Bremen, Ohio 43107, or drop it off at the utility billing office, 9090 Marietta Road Bremen, Ohio 43138 between the hours of 9:00 a.m. and 3:00 p.m. The application form can be obtained either at the village office or online at www.BremenVillage.com/job-app.form.pdf.

The Village of Bremen is an Equal Opportunity Employer