



EMPLOYMENT OPPORTUNITY

FULL TIME UTILITY CLERK – CITY OF TILLAMOOK

COMPENSATION: \$17.91-\$21.38 per hour

PURPOSE OF POSITION: Work with the public to perform various accounting and customer service tasks and respond to inquiries, complaints and requests for assistance from customers.

JOB QUALIFICATION REQUIREMENTS: Advanced knowledge of accounting and a variety of office procedures and practices, use of office equipment, word processing software, etc. Equivalent to high school plus additional specialized training and one year experience in maintaining financial records and dealing with the public, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

Complete job description and application may be picked up at Tillamook City Hall, 210 Laurel Avenue, Tillamook between 8:00 a.m. and 4:00 p.m., Monday-Friday, or go to www.tillamookor.gov for announcement, job description and application. A resume is required. Questions: (503) 374-1828. Open until filled.



LOCATION: Tillamook, Oregon
DEPARTMENT: Water/Sewer

JOB TITLE: Utility Billing and Customer Service Clerk
COMPENSATION: \$17.91 - \$21.38

PURPOSE OF POSITION: Perform various utility billing and customer service tasks. Respond to inquiries, complaints and requests for assistance from customers regarding utilities and various other City functions on the phone and in person.

ESSENTIAL JOB FUNCTIONS: Prepare water billings. Use utility billing software to enter data into the computer database, print statements and prepare for mailing. Review billing for reasonableness and conduct necessary research to resolve problems. Review consumption data to ensure proper operation of meters. Maintain account information. Enter changes regarding owner/renter, mailing address, coding modifications, etc. Enter new rates as necessary. Maintain files and records. Work with contractors for billing and meter reading services.

Represent the City Utilities in a friendly and helpful manner. Be courteous, tactful with customers, and diffuse tense situations and misunderstandings.

Research and trace errors, problems, misapplied or unidentified payments. Resolve problems and enter corrections to accounts. Accept and post account payments. Process delinquency notices, shut-offs and re-connects, new accounts, etc. Calculate and type pro-rated billings as necessary. Daily cash drawer reconciliation and bank deposit per City policy.

Respond to questions from the public in person, over the telephone and through written correspondence regarding accounts and other utility information.

Determine the needs and place work orders for field actions to have meters/services repaired, replaced or altered. Communicate well with field staff regarding the work orders, meter reading, and other similar duties.

Learn and follow the City's ordinances, resolutions, policies, rules, and regulations pertaining to all utility services. Follow all safety rules and procedures for work areas. Addendum job descriptions will be determined based upon skills, abilities, and workload. Other duties as assigned.

AUXILIARY JOB FUNCTIONS: Safety Committee participation and secretarial duties. City Hall Customer Service backup. Take payments for various City services other than utilities (i.e. permits, impounds, other invoices). Backup and provide assistance to other office staff as workload and staffing levels dictate. Meter reading as needed. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS: Advanced knowledge of accounting and a variety of office procedures and practices, use of office equipment, word processing software, etc. Equivalent to high school plus additional specialized training and one year experience in maintaining financial records and dealing with the public, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

SPECIAL REQUIREMENTS/LICENSES: Evidence of High School education or equivalent. Valid Oregon Driver's License.

DESIRABLE REQUIREMENTS: Previous utility billing experience. Bilingual Spanish.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment. Meter reading requires walking long distances, lifting, stooping, and bending for up to 8-hours at a time.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students, and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the day-to-day supervision of the City Recorder, overall supervision by the Public Works Director.

City of Tillamook Application for Employment

Complete the entire application, or it will be deemed incomplete and may not be considered.

Position Applying For:	Name (Last, First, Middle):		Other names under which you have attended school or been employed:
Street Address:		City, State & Zip:	
Email Address:	Home Phone:	Work Phone:	Other Phone:
Are you eligible to work in the United States?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Are you a Veteran of the US Armed Forces? <input type="checkbox"/> Yes <input type="checkbox"/> No (If yes, attach DD214 for preference)	
Are you 18 years of age or older?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If NO, what is your current age?	
Are you currently employed by the City of Tillamook?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If YES, what is your current job title & department?	
Have you ever been employed by the City of Tillamook?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If YES, dates of employment & reason for leaving:	
Are you related to any current City employees?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If YES, their name & their relationship to you?	
If required for position, do you have a valid driver's license?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If YES, State of issuance:	
If required for position, do you have a valid CDL?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If YES, State of issuance:	
How did you learn about this employment opportunity at the City of Tillamook? Check all that apply: <input type="checkbox"/> Ad in newspaper/publication _____ (please note which) <input type="checkbox"/> Job Bulletin (Posting) <input type="checkbox"/> Walk-in <input type="checkbox"/> Dept. of Labor <input type="checkbox"/> Website _____ (please note which) <input type="checkbox"/> Referral by employee <input type="checkbox"/> Other:			

SKILLS

Please list technical skills, clerical skills, trade skills, etc., relevant to this position. Include relevant computer systems and software packages of which you have a working knowledge, and note your level of proficiency (basic, intermediate, or expert).

HR USE ONLY: Date Received: _____ Initials: _____

EDUCATION

Name of School	City/State	Did you graduate?	If No, # of years left to graduate	Degree received	Major
High School:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
GED:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
Other School:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
College:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
College:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
College:		<input type="checkbox"/> Yes <input type="checkbox"/> No			

WORK EXPERIENCE

Please detail your work history for the past 10-15 years. Begin with your current or most recent employer. If you held multiple positions with the same organization, detail each position separately. Attach additional sheets if necessary. Omission of prior employment within the requested time period may be considered falsification of information. Include full-time military or volunteer commitments. **PLEASE DO NOT** complete this information with the notation "See Resume."

PLEASE NOTE: The City of Tillamook reserves the right to contact all current and former employers for reference information.

Dates Employed (most recent position) From: To:		<input type="checkbox"/> Full time <input type="checkbox"/> Part-time If part-time, # hrs./wk: <input type="checkbox"/>	Title:
Organization Name and Address:			
Supervisor's Name, Title and Phone #:	Other Reference Name, Title and Phone #:		Contact my current references: <input type="checkbox"/> At any time <input type="checkbox"/> Only if I am a finalist candidate
Primary duties:			Reason for Leaving:

Dates Employed (most recent position) From: To	<input type="checkbox"/> Full time <input type="checkbox"/> Part-time If part-time, # hrs./wk: <input type="checkbox"/>	Title:
Organization Name and Address:		
Supervisor's Name, Title and Phone #:	Other Reference Name, Title and Phone #:	Contact my current references: <input type="checkbox"/> At any time <input type="checkbox"/> Only if I am a finalist candidate
Primary duties:		Reason for Leaving:

Dates Employed (most recent position) From: To	<input type="checkbox"/> Full time <input type="checkbox"/> Part-time If part-time, # hrs./wk: <input type="checkbox"/>	Title:
Organization Name and Address:		
Supervisor's Name, Title and Phone #:	Other Reference Name, Title and Phone #:	Contact my current references: <input type="checkbox"/> At any time <input type="checkbox"/> Only if I am a finalist candidate
Primary duties:		Reason for Leaving:

Dates Employed (most recent position) From: To	<input type="checkbox"/> Full time <input type="checkbox"/> Part-time If part-time, # hrs./wk: <input type="checkbox"/>	Title:
Organization Name and Address:		
Supervisor's Name, Title and Phone #:	Other Reference Name, Title and Phone #:	Contact my current references: <input type="checkbox"/> At any time <input type="checkbox"/> Only if I am a finalist candidate
Primary duties:		Reason for Leaving:

Attach additional copies of this sheet if necessary.



Professional Reference

1. Name: _____ Years known: _____

Email address: _____

Phone number: _____

2. Name: _____ Years known: _____

Email address: _____

Phone number: _____

3. Name: _____ Years known: _____

Email address: _____

Phone number: _____

Personal References

1. Name: _____ Years known: _____

Email address: _____

Phone number: _____

2. Name: _____ Years known: _____

Email address: _____

Phone number: _____

3. Name: _____ Years known: _____

Email address: _____

Phone number: _____



PLEASE READ CAREFULLY, INITIAL EACH ITEM AND SIGN THAT YOU UNDERSTAND AND ACCEPT THIS INFORMATION:

- I certify that the information on this application and its supporting documentation is accurate and complete.
- I understand and agree that failure to fully complete the form, or misrepresentation or omission of facts, represents grounds for elimination from consideration for employment, or termination after employment if discovered at a later date.
- I authorize the City of Tillamook to investigate, without liability, all statements contained in this application and supporting materials.
- I authorize references and former employers, without liability, to make full response to any inquiries in connection with this application for employment.
- If requested, I agree to submit to a physical exam, criminal and credit background investigation, and/or screening for illegal substances upon conditional offer of employment.
- I understand that this document is NOT an offer of employment, and that an offer of employment, if tendered, does NOT constitute a contract for continued guaranteed employment.
- I understand that staff employees of the City of Tillamook serve at-will, and the employment relationship may be terminated at any time by either party, for any or no reason, other than a reason prohibited by law.
- If employed, I will be required to furnish proof of eligibility to work in the United States, and to comply with company and departmental regulations.
- I understand that if employed on a temporary basis, I would be paid for hours worked only, and would be ineligible for benefits including paid time off. If employed on a regular, benefits-eligible basis, I understand that I would be required to make mandatory contributions to PERS (Retirement System) or to an optional retirement program, if applicable.
- I understand that any benefits I receive may be subject to change or discontinuation at any time without prior notice.
- I understand that the first SIX MONTHS of regular employment represent a provisional period, during which I would not be eligible to apply for transfer or promotion and during which I may be terminated without right of appeal.

Applicant Signature: _____ Date: _____



VOLUNTARY SUPPLEMENTAL INFORMATION:

In accordance with Federal Guidelines for Equal Opportunity Employment, the City of Tillamook is required to keep records on employee's demographic information. Submission of this portion of the application is *completely voluntary* and will not affect your consideration for employment purposes.

SEX: ☐ MALE ☐ FEMALE

Date of Birth _____(mm/dd/yyyy)

RACIAL ORIGIN:

☐ White (not of Hispanic origin)

☐ Hispanic

☐ Black (not of Hispanic origin)

☐ Asian or Pacific Islanders

☐ American Indian or Alaska Native

