



# WE ARE HIRING

9 February 2021

## **First Review of Applications**

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The City of Odessa is seeking an awesome person with a great personality, that has strong customer service skills, is very detail orientated, and can nail multi-tasking daily. If you are this person...you could begin a career in local government as our Utility Billing Clerk. Who knows you may have a passion for public service and just didn't know it...

Odessa is a vibrant historic community of approximately 5,500 people just east of the heart of downtown Kansas City, strategically located at the intersections of U.S. Interstate 70 and MO State Highway 131.

## **What's in it for YOU?**

The City offers a generous benefits package including paid vacation in the first year, eleven paid holidays, employer paid health, dental, and vision insurance, an employee assistance program, ongoing training, and LAGERS retirement with a starting salary of \$13.49 to \$14.11 per hour. Not to mention we have a pretty rock star team that you will get to hang out with every day...

## **How to Join our TEAM?**

A full job description and an application can be found on our website. Applications can be sent via mail, emailed to [nici.wilson@cityofodessamo.com](mailto:nici.wilson@cityofodessamo.com) or placed in either of our two secure drop boxes at City Hall.

# CITY OF ODESSA, MISSOURI

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## CITY OF ODESSA, MISSOURI JOB DESCRIPTION

<b><i>Position Title</i></b>	<b><i>Utility Clerk</i></b>
<b><i>Department</i></b>	<b><i>Finance / Administration</i></b>
<b><i>Working Title</i></b>	<b><i>Utility Billing Clerk</i></b>
<b><i>Supervisor</i></b>	<b><i>City Clerk</i></b>
<b><i>Grade</i></b>	<b><i>10</i></b>
<b><i>Hourly Rate</i></b>	<b><i>\$13.49 - \$14.11 / per hour</i></b>
<b><i>Position/Category</i></b>	<b><i>Regular/Full-time</i></b>
<b><i>FLSA Classification</i></b>	<b><i>Non-Exempt</i></b>
<b><i>Revised</i></b>	<b><i>07/2020</i></b>



## JOB SUMMARY

Performs a variety of routine and complex administrative related duties within the day-to-day operations of City Hall while providing superior customer service to citizens and customers through the billing of municipal provided utilities to all recipients of the city utility systems and communicating city initiatives to the public.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for issuance of the monthly utility billings to all electric, water, sewer and solid waste customers
- Maintains and reconciles all utility deposits
- Completes arrangements for new utility accounts, services, and/or changes in utility service
- Maintains billing and utility account records
- Communicate information to the community through both oral and written form including but not limited to telephone, social media, and word processing of memos, letters, etc.
- Routinely assists customers inside the lobby of City Hall with a variety of needs including utility account assistance
- Assists the department head or other staff with the filing of documents, forms, permits, applications, and other documents
- Works with the City's operating software (INCODE), the automated meter reading information system (Yukon), and specific departmental software
- Helps to organize and distribute departmental paperwork and documents
- Handles mail processing as needed
- Receive incoming telephone calls and interact with the public regarding inquiries
- Directs phone calls to appropriate staff or department
- Records information, processing applications, and compiles data bases, spreadsheets and reports as necessary
- Perform related duties as assigned

# CITY OF ODESSA, MISSOURI

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## **MINIMUM EDUCATION, EXPERIENCE, AND CERTIFICATION REQUIREMENTS**

- High School diploma or equivalent required

## **SKILLS, KNOWLEDGE, AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill and/or ability desired:

- Computer skills with experience in Microsoft Word, Excel, and Gmail
- Proficiency in data entry and 10-key
- Administrative skills including utilization of a multi-line phone system
- Proficiency in written communication
- Effective oral communication skills, sometimes dealing with difficult customers
- Ability to work without immediate supervision
- Ability to perform a wide variety of job task simultaneously
- Ability to treat the public respectfully and courteously
- Ability to protect the confidentiality of sensitive information
- Must be eighteen (18) years of age or older
- Must be able to be bonded

## **PHYSICAL DEMANDS**

Primary functions require sufficient physical ability and mobility to work in an office setting, to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist, to lift, carry push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet with periods of moderate to loud noise levels. Work is performed primarily in a standard office environment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the job if the work is similar, related, or a logical assignment to the job. Overtime may be occasionally required, but not on a regular basis.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Peggy Eoff, City Clerk

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Nici Wilson, City Administrator