

# COLBERT COUNTY

## JOB DESCRIPTION

Title: Clerk/Receptionist

Department: Water

Job Description Prepared: January 2005 modified November 2014

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

### Relationships

Reports to: County Engineer

Subordinate Staff: None

Other Internal Contacts: Commission Office, Colbert County Departments

External Contacts: ALDOT, Alabama 1 Call, General Public, Sheffield Utilities

### Job Summary

Under the direction of the County Engineer, the employee is responsible for providing general clerical, customer service and staff support to the department.

### Job Domains

#### A. Staff Support

- Generates work orders for water crew
- Receives and records completed work orders from water crews
- Contacts crew with necessary information to complete job
- Contacts and coordinates Alabama One Call for departmental needs
- Maintains employee timesheets
- Keeps employee records of annual and sick leave
- Assists in payroll
- Assist with ADEM reporting
- Monitor parameters for system operational requirements
- Deliver cash receipts and claims to courthouse

## B. Customer Service

- Answers telephone, directs callers and answers questions
- Assists walk-ins and answers questions
- Billing of special accounts
- Collection of fees for new and existing customers
- Issuance of receipts for water transactions
- Addressing issues related to high bills, over-reads, complaints, leaks and other customer support questions

### Knowledge, Skills and Abilities

(\*can be acquired on job)

- Ability to operate computer keyboard, typewriter, fax, copiers and printers
- Ability to effectively communicate over the telephone, radio and in person
- Math skills to add, subtract, multiply and divide
- \*Knowledge of county rules, regulations, policies and procedures
- Working knowledge of business English including grammar, spelling and punctuation
- Writing skills to complete forms and records
- Reading skills to read and understand forms and memos
- Computer skills to use related office software and computer systems efficiently
- Knowledge of office practices

### Other Characteristics

- Possess a high school diploma with course work in computers and other Business courses and at least one year of related office experience preferred; however, any combination of education and experience which provides the Qualification listed above will be considered
- Valid drivers license
- Ability to work overtime as needed

### Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations, etc. are to be expected. The work area is adequately lighted, heated and ventilated.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Approvals

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Name

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Title

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Date

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Name

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Title

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