



## **JOB DESCRIPTION**

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**ORGANIZATION: City of Drain**  
**DEPARTMENT: Administration**

**LOCATION: Drain, OR**

**JOB TITLE: Accounts Receivable/Receptionist**  
**JOB STATUS: Non-Exempt – Full Time**  
**JOB CATEGORY: Qualifying -Permanent**  
**SALARY RANGE: \$17.00 - \$21.00**

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### **DISTINGUISHING FEATURES OF THE CLASS.**

Performs receptionist duties, with considerable contact with the general public in a standard office atmosphere, including occasional exposure to verbal abuse from the public. Oversees monthly billing cycle for electric, water and wastewater departments, including input of meter readings, preparing shut-off lists, print/mail statements, and completes related work as required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES.**

- Performs receptionist duties including answering phones, answering questions or directing calls to the appropriate person, copying, faxing, verifying correspondence and greeting customers.
- Customer service includes answering questions about billing invoices, ordinances, planning, facility rentals, other city programs, and routing questions to other personnel for more technical assistance.
- Receives payment for utility billings and other monies received by the city; provides receipts; balances cash and makes bank deposits.
- Initiates necessary action regarding bills and payments, service problems, disconnects and reconnects of service, new services, work orders and delinquent notices.
- Completes monthly utility billing, including entering meter reads and checking for accuracy by analyzing reports. Posts late and special meter readings and estimated readings.
- Maintains proper inventory of utility bill supplies, stuffs envelopes and mails utility bills and other outgoing mail.
- Examines meter reading entries for evidence of irregular conditions, such as defective meters or use of service without contract and prepares forms for corrective actions by others.
- Maintains low income and senior discount utility programs.
- Meets monthly with Office Manager to assess delinquent accounts for collections, liens, and/or making arrangements for payoffs.
- Receives Civic Center applications, payments, and records reservations. Issues keys, maintains records on key-holders, and check-out/return of keys.
- Coordinates and maintains City WEB site calendar and electronic message board, applications and technical issues.
- Provides support for backflow prevention program.
- Provides support and/or assist with Office Manager/Accounting and Administrative Assistant duties including but not limited to budget preparation, payroll & associated requirements, compile audit documents and prepare documents associated with City Council & other committees.
- Performs other duties as assigned.
- Clean and sanitize front entry, kitchen and meeting area weekly or as needed.

**MINIMUM REQUIREMENTS.**

Must have a high school education and three years of experience in customer service. Consideration will be given for a combination of education and work experience in billing, receivables, and collection procedures. Must be bondable.

**KNOWLEDGE, SKILLS AND ABILITIES**

Must be skilled in data entry and have word processing, spreadsheet, and specialized billing software knowledge and experience. Must be able to make computations and tabulations accurately and with reasonable speed. Must have the ability to operate standard office equipment including computer, 10-key, copier, folder, and fax. Must have general clerical aptitude, a basic knowledge of record keeping and have the ability to multitask and pay close attention to details.

**PHYSICAL DEMANDS.**

The employee must occasionally lift and/or move up to 20 pounds (bills, copy paper, etc.).

**PRE-EMPLOYMENT REQUIREMENTS.**

Offer of employment is contingent upon final candidates educational & experience verification, background check and demonstrated ability to perform essential functions of the position.

**SUPERVISION RECEIVED.**

Work is performed under the supervision of the City Administrator and reports to the Office Manager.

**PROBATIONARY PERIOD.**

The probationary period shall be a minimum of twelve full months of employment.

**RESIDENCY REQUIREMENT.**

Employees are encouraged to live within the city limits, but this will not be a condition of employment.

**EOE.**

The City of Drain values diversity in the work force and is an equal opportunity employer.

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