



WHITE CITY WATER IMPROVEMENT DISTRICT

999 E. Galena Drive
White City, UT 84094
801-571-3991
www.Wcwid.org

CLERK I OR II

Opening Date: December 18, 2023

Salary Range: \$19.65 - \$27.51 per hour DOQ

Hiring Range: \$19.65 – \$23.58 per hour DOQ

Closing Date: Open Until Filled

Status: Full-time, Non-Exempt

The statements and information in this document are neither intended to nor do they create a contractual or other rights on behalf of any person hired by the City.

General Summary of Job: Under the direction of the Office Manager/Assistant General Manager, performs daily clerical duties to include but not limited to daily payment posting, customer account maintenance, assist in preparation and production of utility bills, assisting customers with payment contracts, creating and follow up on service orders, prepare daily bank deposit. Greet and direct walk-in customers; answers and directs phone calls. Perform regular payment updates, updates to calendar of events, etc.

Supervisor:

Office Manager

Essential Functions:

- Works with the Office Manager/Assistant General Manager, undertake daily functions relating payment entry, to the shut off process for non-payment, including preparation of Work Orders, and completing shut off work orders, etc.
- Assist Office Manager/Assistant General Manager in preparing and providing all correspondence and recorded data to meet State of Utah requirements regarding backflow certification yearly testing.
- Opens and distributes mail, post payments, transfers all online payments daily to accounts, and prepares daily bank deposits and cash receipting reports. Provide customer account management and maintenance. Receipt returned checks back to accounts and inform customer of said action. Balance cash drawer each day.
- Work with customers and Operations Department in obtaining accurate information regarding service orders, move-in and move-out service applications, maintenance or repairs as reported to the District Office. Answers telephones, screens, and directs calls to proper personnel. Responds to customers regarding account information or basic water system questions.
- Works with third party online payment vendor to accurately monitor and record all payments paid online or sent through customers banking institution.
- Work with the Office Manager/Assistant General Manager to take action, such as non-payment

shut off accounts or recordation of liens with S.L. County, to collect funds owed to the District.

- Maintain an organized filing system for the District. Maintain a clean work environment both in personal work area and general office area. Maintain a professional appearance.
- Operates copy machine, and other office equipment. Assist in other office duties as necessary including, but not limited to, relieving other office employees at lunchtime, responding to customer questions.
- Forward concerns or complaints from customers regarding information on the website to Assistant General Manager.
- Performs other duties as assigned and required.

Knowledge, Skills, and Abilities:

- Ability to establish and maintain effective working relationships with citizens, board of trustees, employees, and other government agencies;
- Excellent interpersonal communication skills with others.
- Excellent customer service skills;
- Knowledge of computer processes and programs (including Word, Excel, and Caselle Government Accounting preferred.)
- Knowledge of correct grammar, excellent spelling ability and basic math skills;
- Ability to operate office equipment with consistent accuracy and attention to detail;
- Ability to work in a fast paced, stressful environment.
- Demonstrated competence in reading, writing, grammar, spelling, math, and interpersonal relations.

Minimum Qualifications:

- High School diploma or equivalent, with six months job related work experience with demonstrated competence. Plus, one year of formal training or an equivalent amount of experience in office procedures, keyboarding, word processing, or be willing to obtain training in the same in a reasonable time frame.

Working Conditions:

Cooperative Interaction Required: Has contact with members of the Board of Trustees, Management Team, White City Water Improvement District Staff, and District customers.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee is occasionally required to stand, walk, reach with hands and arms; and stoop, or kneel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

Working Environment: Work is primarily performed in an office environment. Significant levels of trust and confidentiality are required in most projects. Work may require some local driving. Some stress may be due to deadlines, interruption of work requiring accuracy and timely completion. Processes confidential information. May have some irregular work hours.

Disclosure of Information: Employee acknowledges that he/she has received and will continue to receive confidential and proprietary information of the White City Water Improvement District, which he/she will not share with others without express approval of the Board of Trustees or as compelled to do so by operation of law. Confidential and proprietary information shall mean information not generally known to the public, which Employee, as a consequence of his/her employment by the District, has obtained or learned of.

NOTICE: This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. He or she will be required to follow any other instructions and to perform any other job-related duties requested by his or her supervisor. It is the policy of the White City Water Improvement District to provide and promote equal opportunity in employment, compensation, and other terms and conditions of employment without discrimination because of race, color, sex, religion, national origin, age, or disability. Human Resources will provide reasonable accommodation for any applicants during the selection process. If you have special needs please call 801-834-2577. In the interest of the workplace and public safety, all offers of employment are contingent upon the successful completion of a chemical screen for the purpose of detecting the presence of alcohol and/or controlled substances in the body. The White City Water Improvement District requires as a condition of employment the use of direct payroll deposit to a bank or savings account.

APPLICATIONS and RESUMES must be submitted to the White City Water Improvement District, 999 E. Galena Drive, White City, UT 84094. This position is open until filled with the first review on **January 15, 2024**. Applications can be obtained from White City Water Improvement District, 999 E. Galena Drive, White City, UT 84094 or online at wcid.org

White City Water Improvement District is an Equal Opportunity Employer