

CITY OF ORTING

JOB DESCRIPTION

Job Title: Accounting Clerk I – Utility Billing Department: Finance

Reports to: Finance Director Revision date: 01/01/2026

Hourly Wage: Range 18 of the City Council
approved wage matrix

SUMMARY DESCRIPTION

The Accounting Clerk I–Utility Billing (UB) is a full-time Fair Labor Standard Act non-exempt, non Civil Service accounting position. A work week is 40 hours, typically Monday through Friday, 8am to 5pm with occasional attendance at weekend and evening meetings or events. The incumbent in this position is subject to a six (6) month probationary period. This position is represented by the American Federation of State County and Municipal Employees (AFSCME) Local 120.

The Accounting Clerk I-UB performs a variety of accounting duties to include utility billing, maintain customer utility accounts, prepare utility shutoff notices and manage utility collections. This position must work well independently and with teams, while providing service to both internal and external customers. Routine contacts may include citizens, local business owners, and some state and county officials. This position performs work under the direct supervision of the Finance Director.

REPRESENTATIVE DUTIES

Duties may include, but are not limited to the following:

1. Process monthly utility billing; an itemized account for water, sewer, storm water, backflow inspections and related utility services.
2. Process interim utility billing for new and closed accounts.
3. Process monthly refunds on closed utility accounts.
4. Process delinquent notices for utility accounts.
5. Process utility shut-off list and the tracking of payments.
6. Process NSF and/or rejected utility payments; adjustment to account, penalty, customer notification, payment monitoring and disconnect of services if needed.
7. Provide customer assistance for electronic payment issues.
8. Contact and coordinate utility billing issues with the accounting software company, electronic payment vendor and out-sourced billing provider.
9. Coordinate with the Public Work Superintendent for monthly, and as needed, water meter readings.
10. Coordinate with Public Work Superintendent for new water meter installations
11. Manage utility accounts for collections, foreclosures and bankruptcy.
12. Respond to public inquiries and requests for information.

13. Investigate complaints; coordinate resolution and information for course of action.
14. Perform routine office tasks as needed; including purchase of office supplies.
15. Performs computer data entry, word processing and produces excel spreadsheets as needed
16. Develop and maintain electronic file storage related to utility services
17. Receive and process payment for utility and non-utility invoices.
18. Create daily bank deposit
19. Daily deliver/pickup mail at the post office
20. Print postage as needed.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties:

Knowledge of:

- Basic accounting procedures
- Knowledge of Microsoft Word, Excel and Governmental accounting software
- Knowledge of the Washington State Auditor's Office BARS Manual

Ability to:

- Communicate with the public courteously and professionally
- Ability to follow directions carefully and to work independently
- Communicate clearly and concisely, both orally and in writing.
- Work well independently in the absence of supervision and cooperatively as part of a team.
- Work on multiple projects simultaneously in a fast-paced and challenging environment.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Follow projects to completion and meet deadlines.
- Use, produce and edit documents with Microsoft Word
- Create and utilize basic formulas in Microsoft Excel

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying.

Education/Training:

- High School diploma or equivalent
- Associate's degree in accounting or closely related field (*preferred*)

Experience:

- Two (2) years in general accounting (*required*)
- Two (2) year in utility billing experience (*preferred*)
- One (1) year customer service experience (*preferred*)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed in an office setting. Close and constant work with computers exposes the individual to normal emissions from the computer monitor and repetitive motion tasks. The work area can be noisy at times.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; walk, stand or sit for prolonged periods of time; light lifting and carrying up to 25 pounds; bending, stooping, kneeling; operating office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

REASONABLE ACCOMODATIONS

Reasonable accommodations may be made in accordance with the Americans with Disabilities Act and the Fair Employment and Housing Act.

This job description does not constitute an employment agreement between the Employer and Employee and is subject to change as the needs of the Employer and requirements of the job change. This job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee.

The City of Orting provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, religion, sex, sexual orientation, marital status, national origin, age, gender, disability, genetics, or status as a protected veteran.