**THE TOWN OF LUTHER**

**AND**

**LUTHER PUBLIC WORKS AUTHORITY**

**Receptionist/File Clerk**

Position Description – Full Time 40 hours/week

GENERAL PURPOSE

Performs reception duties, including routine clerical, and data processing work related to Utility Billing and Municipal Court, along with other public services for the Luther Public Works Authority and the Town of Luther.

SUPERVISION RECEIVED

Works under the supervision of the Town Manager.

SUPERVISION EXERCISED

Generally none.

ESSENTIAL DUTIES AND RESPONSIBILITIES

* Assists in maintaining current customer account files and citation files.
* Performs duties as receptionist, receiving telephone calls and citizen visits concerning utility billings, court or services; appropriately responds to citizen complaints.
* Prepares LPWA and Town deposits with other employees.
* Assists in billing and collection of utility accounts and water drops, including preparation and mailing of utility bills, final notices, shut-off and turn-on orders, work orders.
* Assists Town Manager, Court Clerk/Utility Billing Clerk with various tasks as assigned.
* Assists other employees in maintaining accurate building permit, zoning and code enforcement records.
* Maintains inventory of all cleaning and office supplies.

PERIPHERAL DUTIES

Other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

1. Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing, or
2. Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

* Working knowledge of computers, electronic data processing, including MS Office.
* Working knowledge of modern office practices and procedures.
* Skill in operating listed tools and equipment.
* Ability to perform arithmetic computations accurately and quickly.
* Ability to communicate effectively verbally and in writing.
* Ability to establish courteous and effective working relationship with other employees, supervisors, and the general public.
* Ability to work under pressure with frequent interruptions.
* Ability to cope with angry or difficult customers in a calm and professional manner.

SPECIAL REQUIREMENTS

May be required to work occasional overtime when other employees are sick, on vacation or in training.

TOOLS AND EQUIPMENT USED

Personal computer, 10-key calculator, multi-user phone system, postage machine, fax and copy machines.

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 frequently required to sit, stand, walk, talk and hear. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee is often required to use hands to finger, handle or operate objects, tools or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds.

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. The room temperature is generally comfortable. Phone calls and walk-in inquiries from customers are frequent.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview, background, reference and credit check. Job related tests may be required.

All of the duties listed in the foregoing job description 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 form the position if the work is similar, related or a logical assignment to the position.

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 may change. The Town of Luther is an at-will employer. The Town of Luther is an Equal Opportunity Employer.