Public Work Clerk Job Duties- Daily Tasks
Payments
* Check Drop Box for payments
* Enter payments into billing software
* Reconcile payments in billing software
* Scan payments into documents folder
* Deposit payments into bank with remote device
Leak list
* Check leak list
* Put those customers on the leak list spreadsheet
* Notify customers by phone for leaks over 10 gallons an hour
* Notify customers by email for leaks under 10 gallons an hour
* Notate the information on their water account in Munibilling
Emails
* Check emails and respond to them if needed
Phones
* Answer phones as calls come in
* Check messages on the answering machine
* Return phone call if needed
* Give messages to City Administrator for people that called for her
Work Orders
* Create work orders for Utility Innovations as needed
* Scan /save work orders in documents
* Email work orders for Utility Innovations after creating them
* Take completed work orders out of billing software
* Scan/save completed work orders in documents and put in completed work order binder
* Issue work orders for the lead/copper service line inventory
Customer Accounts
* Give new customer information to customer via email or in person
* Add new customers to billing software
* Scan new customer information to designated file in documents. File hard copy in designated folder
* Add new customer contact information to call out system
* Close customer accounts in billing software
* Gather customer deposit refund information and give to Sabrenna so a deposit refund can be issued if customer has a deposit left after applying to current balance
* Once deposit is issued, scan all documentation into document folder and file hard copy in designated folder
* When adding or taking a customer out of billing software, a meter export from the billing software needs to be done so that the new customer can be added to Beacon and they can create their eye on water acct.
* Put customer account details into document tab in Munibilling

Meters & Endpoints
* Determine if there are any meters or endpoints that need to be changed
* Issue work orders to Utility Innovations for meter or endpoints that need to be changed
* If a new meter gets installed, enter new meter or endpoint information into billing software
* If new meter or endpoint information is entered into billing software, do a meter export from billing software into Beacon

Public Works Clerk Job Duties- Weekly Tasks
* Send deposit reports to EKC-CPA firm so that the payments can be reconciled in quickbooks
* Email Utility Innovations about any open work orders that haven't been closed out in our system
* Sweep front and hallways of office as needed
* Misc tasks assigned by the Mayor and/or City Adminsitrator
* Shred documents that are outside of the retention policy time limit
* Keep track of when documents need to be shredded per the retention policy
* Misc. tasks assigned by the Mayor and/or City Administrator
Public Works Clerk Duties- Monthly Tasks
* Create late list
* Issue late fees to customer accounts
* Create disconnect list
* Issue disconnect fees to customer accounts
* Issue work order(s) to Utility Innovations for disconnects
Billing
* Create reread list
* Issue reread work order to Public Maintenance Department
* Once rereads are completed, create water bills
* Issue senior citizen discount adjustments to customer accounts
* Go through water bills to make sure that all bills are done correctly
* Request bill printing. Once the bills have been printed by software company, email bills to customers
* Once bills have been emailed, post bills to customer accounts
* Print bills of customers that don't receive their email bill from the billing software. Scan bill in and email to customers.