



EMPLOYMENT OPPORTUNITY

City of Roseburg, Oregon

ACCOUNT CLERK I – UTILITY BILLING

\$20.2588 - \$25.8562/hour

(Part-time, approximately 20 hours/week)



Applications Close – 5:00 p.m., Thursday, August 22, 2024

Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties, does not exclude them from 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 may be changed by the employer at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, providing that an accommodation(s) does not create an undue hardship for the employer, remove an essential job function, and/or, create a direct safety threat to the individual, or others.

GENERAL POSITION SUMMARY

Performs routine duties and those duties associated with the maintenance, validation, examination, coding and reconciliation of utility billing accounts. Facilitate frequent public interactions to address customer questions, needs and problem resolution. Work follows standardized procedures and may be routine or repetitive. Serves as back-up Switchboard Operator, Utility Billing Clerk, City Hall receptionist and data entry operator. Ability to cover an occasional 40-hour workweek.

SUPERVISION RECEIVED

Works under the supervision of the Accountant or higher level Account Clerk.

SUPERVISION EXERCISED

Supervision of other employees is not a normal responsibility of positions in this class.

ESSENTIAL FUNCTIONS

Unless specifically identified as a “Non-Essential Job Function”, the information included in this job description, and any referenced supplemental documents, is considered an “Essential Job Function”. Temporary modifications to provide reasonable accommodations, or transitional work assignments, do not waive any of the essential functions for this position

The following information is not all-inclusive.

- Assist with preparation of meter read files and their exports and imports.
- Review meter reads for potential errors and or high usage. Take actions to correct errors or notification of high use.
- Assist in preparation of service orders, past-due notices, and shut-offs.
- Setup new utility accounts and account terminations.
- Operate City switchboard; route calls and visitors to proper person or department.
- Answer routine inquiries and provide general information to the public.
- Receive cash or checks for payment of bills; issue receipts.
- Operate standard office equipment including but not limited to calculator, typewriter and computers.
- Open envelopes; remove payments; balance money received against bills; deliver money to Finance Department.
- May perform other tasks, including filing, when assigned.
- May assist or fill-in for other Account Clerk positions.

KNOWLEDGE, SKILLS & ABILITIES

- Some knowledge of standard accounting/bookkeeping principles, practices and techniques.
- Reasonable knowledge of office practices and procedures.
- Skill in the use of standard office equipment, including switchboard, ten-key and computer.
- Skills in working with numbers and basic math.
- Ability to prepare utility specific reports.
- Ability to type accurately.
- Ability to communicate in oral and written modes in a grammatically correct manner.
- Ability to understand and follow written and oral instructions.
- Ability to work independently and schedule time to meet deadlines.
- Ability to courteously meet and deal effectively with other employees, agency representatives and the public.
- Ability to concentrate and complete tasks with frequent interruptions and multiple tasks and responsibilities.

WORK STANDARDS

- Demonstrates regular, reliable, and punctual attendance.
- Must be honest and truthful in all tasks and responsibilities.
- Conduct oneself with integrity, morality, character, and trustworthiness.
- Willingness to accept supervision and constructive criticism.
- Exhibit self-control.
- Detail-oriented.
- Thorough when completing work tasks.
- Reliable, responsible, and dependable.
- Willingness to take on responsibilities and challenges.
- Independence of action within industry standards and departmental guidelines is stressed.

EDUCATION & EXPERIENCE

Education and experience requirements listed are minimum standards. Other equivalent combinations of education, certifications, training, and experience may be considered.

Education: Graduation from high school or the equivalent GED certificate.

Experience: Experience in general clerical and receptionist work.

Any satisfactory equivalent combination of experience and training, which ensures the ability to perform the work, may substitute for the above.

SPECIAL REQUIREMENTS & CERTIFICATIONS

Completion of a background investigation to the satisfaction of the City.

WORKING CONDITIONS

The City of Roseburg is committed to complying fully with the Americans with Disabilities Act (ADA) and Oregon's Disability Accommodation and Discrimination laws. We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. The City of Roseburg will make reasonable efforts to accommodate a qualified applicant or employee with a known disability, unless such accommodation creates an undue hardship on the City of Roseburg's operations, or a safety risk to employee or coworkers, or removes an essential job function. Employees should request an accommodation as soon as it becomes apparent that a reasonable accommodation may be necessary, to enable the employee to perform the essential duties of a position, or to participate in the employment process. To discuss an accommodation request, please contact John VanWinkle, Human Resource Director.

While performing the duties of this job; work is performed indoors in an office environment, with a noise level that is usually quiet. Requires some experience in computer work and ten-key by touch. May require bending, hearing voice and telephone conversation, seeing, keyboarding, sitting and standing for extended periods of time.

The factors described herein, are representative of, but not all-inclusive of, those that must be met by an individual to successfully perform as an Account Clerk I.

WORK SCHEDULE

Part-time, Monday through Friday from 1:00 p.m. – 5:00 p.m., approximately 20 hour per week. Position provides coverage for other clerks during vacation, or other leave, resulting in the occasional 40-hour workweek.

BENEFIT SUMMARY

The City of Roseburg provides a comprehensive benefit package to employees including Medical, Vision, Dental, Long Term Disability, Life Insurance and various voluntary benefits including MASA Medical Transport Solutions and Aflac. The City participates in the State of Oregon Public Employees Retirement System (PERS) and currently pays the entire contribution on behalf of employees. All full-time employees working over 20 hours per week are eligible for medical benefits the first of the month following their date of employment. Links to the complete benefits resource guide can be found at <https://www.cityofroseburg.org/departments/human-resources/employee-benefits>

VETERANS' PREFERENCE

The City of Roseburg follows Oregon law regarding Veterans' Preference, you must complete the Veteran's Preference Form and attach a copy of your DD214 / DD215. If you are a disabled veteran, you must also include a copy of your Veteran's Administration benefit summary/award letter with your application.

How to Apply: Complete an application form available via one of the following methods.

Electronically: <https://www.cityofroseburg.org/departments/human-resources/employment>

In-Person: City of Roseburg – Administration, 900 SE Douglas Avenue, Roseburg, OR 97470

Email: jobs@roseburgor.gov

Submit completed application to Human Resources by the closing date listed in the job announcement. Applications must be received or postmarked no later than 5:00 p.m. on the closing date. All required documents should be presented with the application. Resumes are accepted in addition to, not in lieu of, the City of Roseburg application form.

Selection Process: Applications are thoroughly reviewed and screened by the Human Resources Office. Since these are competitive selection processes, applicants whose backgrounds appear to most closely match the needs of the particular vacancy will be considered. Once the screening is complete, Human Resources notifies all candidates of their status. This process can take from one to four weeks after the closing date. Due to the number of applicants and the limited number of job opportunities, not all applicants proceed in the recruitment process.

The City of Roseburg does not discriminate on the basis of disability in the admission to, access to, or operations of its programs, services or activities. The City of Roseburg does not discriminate on the basis of disability in its hiring or employment practices.

Questions: Please direct questions to City of Roseburg Administration at 541-492-6866.

Equal Opportunity Employer

Roseburg – The Hub of Southern Oregon

The City of Roseburg is situated at the heart of the Hundred Valleys of the Umpqua in scenic, Southwestern Oregon. On Interstate 5, it is 67 miles south of Eugene, and 123 miles north of the California border. Traveling by State Highway 38/138 or 42, Roseburg is about 80 miles inland from the Pacific coastal communities Reedsport and Coos Bay. Highway 138 continues east from the city along the North Umpqua River. It is 79 miles to Diamond Lake at the summit of the Oregon Cascades and just 20 miles more to Crater Lake National Park.

The elevation is 465 feet, and features a mild, fair seasonal climate. Winters are cool without much freezing and provide most of the rainfall that brings blossom-filled springs. A warming trend begins in April and May, continuing into the summery days of July and August. Fall weather is pleasant and crisp, producing brilliant leaf colors in late October. The Hundred Valleys of the Umpqua have been compared geographically and climatologically with Italy and Southern France. Extremes of heat and cold are rare. The summer humidity is low and snowfall is rare on the valley floor. The normal growing season is 217 days. Roseburg enjoys one of the lowest average wind velocities in the United States.

Roseburg is the county seat and largest city in Douglas County. The population is 24,258 with an urban daytime population of approximately 60,000. Roseburg is the hub of retail, government activity and medical services for Central Douglas County. The City is served by Roseburg School District #4, which has an excellent reputation and community support. Umpqua Community College is 5 miles north of the City and offers a varied curriculum with extensive adult education and community oriented classes. Multiple locations at the college are available for cultural activities, and there is a thriving community theater group with its own venue in a city park.

The city boasts numerous park areas, including tennis courts, soccer and ball fields, a 9-hole golf course, skate park, disc golf course, dog park and walking trails. Roseburg is the location of choice for many who seek a high quality living environment at a reasonable price. Various community events, including Graffiti Week, Art and Wine Festivals and Music on the Half Shell, among others, are held throughout the year for local residents and tourists.

For Roseburg area tourism information go to www.experiencerooseburg.com

There are numerous shopping opportunities from specialty shops in historic downtown to nationwide chain stores. Housing is available in various price ranges. Roseburg's economy has diversified in recent years while retaining strong ties to its natural resource base. Efforts to bring clean industries and new jobs to the area have been fruitful and are continuing through support by a coalition of government agencies and funding. In recent years, the retirement and senior population has grown considerable, and various residential facilities have been constructed to meet the needs of this segment of population.

Local wineries are an expanding area of economic development with many being recognized in national and international competitions. Umpqua Community College built the Southern Oregon Wine Institute as a center for classes, a training winery and activity center to prepare students for jobs in the industry and to function as a research industry for all of Southern Oregon.

