

**Job Title: Public Works Clerk**  
**Department: Administration**  
**Reports to: Assistant to City Administrator**  
**Status: Full Time**  
**Prepared Date: 6/2022**

**Job Summary:**

The Public Works Clerk – Public Works is responsible for clerical and accounting work performed in the municipal Public Works Department. Accurately processes and maintains water/sewer utility accounts and transactions. Responsible for the city's utility billing records and accounts, cash receipting and customer service. Generating, issuing and completing work orders for Water/Sewer/Street departments. Provides clerical support and coordinating information with all departments such as ; City Administrator, Asst' to the City Administrator, Public Works Director, Building and Zoning, Water/Sewer/Street crew, City Clerk and Police as needed. Serving visitors by greeting, welcoming and directing them appropriately.

**Principal duties and responsibilities:**

**Financial Responsibilities**

- Receive all customer payments and post to customer accounts.
- Perform daily balance of all payments received and prepare deposits
- Receive and oversee utility payments from PSN, Mars and ACH
- Handle all rejected payments from all sources of payments methods
- Post penalties on utility billing system: calculates, prints, and prepares shut off notices
- Generate report of delinquent accounts. Review report for accuracy and generate shut-off/penalty notices.
- Work with Jarvis Township and Madison County on providing assistant to those behind on utility billing.
- Take calls regarding delinquent notices and make payment arrangements as needed.
- Track payment arrangements and prepare for second monthly shut off day.
- Calculate adjustments for city and customer leaks
- Receive and apply deposits for rental customers
- Apply rental deposits to final accounts for rentals
- Contact customers regarding delinquent accounts and final bills to retrieve unpaid balances
- Receive, apply and create new accounts for new meter services
- Generate monthly water and sewer revenue reports and forward to appropriate City departments.
- Responsible for the maintenance of trash/recycling billing for Republic Services
- Operate specialized utility computer systems for water/sewer utility billing, including calculation of bills, preparation of pre-billing adjustments, printing and mailing all utility bills.

- Work with customers to resolve inquiries pertaining to charges, services, complaints and concerns

### **Meter Readings**

- Load and prepare interrogators for meter readers
- Unload interrogators and import meter readings
- Troubleshoot interrogators as needed
- Communicate with Sensus to resolve any issues with devices
- Generate meter reading reports from interrogator device.
- Review customer usage for atypical water consumption
- Recalculates meter readings as needed
- Generate and complete work orders for Meter Reader based upon high/low readings for re-reading of customer meter. Review and update all re-read information and generate monthly customer water bill.
- Notify customers of leaks, follow up as needed for adjustments

### **Work Orders**

- Generating daily service orders for residents and City crew members for water, sewer and street departments
- Create new utility accounts and sets up billing records
- Process necessary work to close customer utility accounts, correct bills and generate final bills and customer refunds
- Maintains records of malfunctioning or broken meters and repairs made; contact customers to explain errors and to notify of repair work to be done
- Stay in contact and follow up with residents and crew members regarding work orders

Performs other duties and functions as required or assigned.

**Qualifications:**

This position requires knowledge of the administrative operation and excellent customer service skills. Ability to operate office equipment such as computer, fax/copier/scanner, and communication equipment. Must have knowledge of MS office applications and ability to operate various software programs. Must be able to communicate effectively with the general public, colleagues and supervisors.

**Education and /or Experience:**

- High School diploma or equivalent
- 18 years of age; one year work experience
- Previous customer service experience beneficial
- Knowledge of local area and community a plus

**Customer Service & Organizational Skills:**

Strong communication and interpersonal skills, ability to use positive language with customers, active listening, conflict resolution, multi-tasking, effective time management skills, detail-oriented, problem solving, and adaptability.



# APPLICATION FOR EMPLOYMENT

City of Troy - 116 E. Market St. - Troy, Illinois 62294

(618) 667-9924 www.troyil.us

We consider applicants for all positions without regard to race, color, religion, sex, national origin, age, marital, or veteran status, the presence of a medical condition or handicap, or any other legally protected status.

**Instructions:** Fill out this application completely and accurately. If your application is filled out properly, it may increase your chances of employment. All statements in your application are subject to verification. Incorrect statement(s) will bar or remove you from employment. If writing space is inadequate, use the continuation sheet at the end of this application.

*(Please Print)*

Position Applied for: \_\_\_\_\_ Date: \_\_\_\_\_

How did you learn about us:  Advertisement  Friend  Relative  Walk-In  
 Employment Agency  Other

## PERSONAL INFORMATION:

\_\_\_\_\_  
Last Name First Name Middle Name

\_\_\_\_\_  
Home Address City State Zip Code

\_\_\_\_\_  
Home Telephone Mobile Telephone Driver's License Number

E-Mail Address

Are you a U.S. Citizen?  YES  NO

Have you ever filed an application with us before?  YES  NO

Have you ever been employed here before?  YES  NO

Are you currently employed?  YES  NO

Are you available to work?  Full Time  Part Time  Shift Work  Temporary

On what date would you be available to work? \_\_\_\_\_

*We are an Equal Opportunity Employer*

## EDUCATION & TRAINING:

	Name & Location	Years Completed				Dates		Diploma/ Degree
		9	10	11	12			
High School								
College		1	2	3	4			
Describe any Specialized Skills, training, etc.								
Certifications								

List any professional, trade, or business activities that pertain to the position for which you are applying:

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List any additional information you feel may be helpful to us in considering your application:

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## REFERENCES:

Fill in the names of five (5) adults not related to you and not former employers that have known you for a period, preferably more than five (5) years. All persons to whom you refer will be asked to appraise your character, ability, experience, personality, and other qualities.

1	Name	Address	Phone
	Occupation	Years Known	
2	Name	Address	Phone
	Occupation	Years Known	
3	Name	Address	Phone
	Occupation	Years Known	
4	Name	Address	Phone
	Occupation	Years Known	
5	Name	Address	Phone
	Occupation	Years Known	

## EMPLOYMENT EXPERIENCE:

List all jobs you have held for the last 10 years, including periods of unemployment. Put your present or most recent job first. Include military service. List in proper time sequence and temporary or part-time jobs.

Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone	Hourly Rate / Salary		
	Starting	Ending	
Job Title			
Reason for Leaving			Supervisor

Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone	Hourly Rate / Salary		
	Starting	Ending	
Job Title			
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	From	To	
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Employer	Dates Employed		Work Performed
	From	To	
Address			
Telephone	Hourly Rate / Salary		
	Starting	Ending	
Job Title			
Reason for Leaving			Supervisor

*If additional space is needed, please continue on a separate sheet of paper.*

List any specialized job related skill and/or qualifications acquired from employment or other experience:

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## EMERGENCY CONTACTS:

Name	Address	Telephone	Relationship

## RELEASE OF INFORMATION WAIVER:

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.

I authorize the City of Troy to contact former employers and educational organizations regarding my employment and education. I authorize my former employers and educational organizations to fully and freely communicate information regarding my previous employment, attendance, and grades. I authorize those persons designated as references to fully and freely communicate information regarding my previous employment and education.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer. I authorize background checks and social media background checks as needed.

I HAVE CAREFULLY READ THE ABOVE CERTIFICATION. I UNDERSTAND AND AGREE TO ITS TERMS.

Applicant signature: \_\_\_\_\_ Date: \_\_\_\_\_

Received by: \_\_\_\_\_





The City of Troy requires its employees to reside:

- A. Within the corporate limits of the City; or
- B. Within ten (10) miles of the corporate limits.

If employed, the applicant agrees to fulfill this within six (6) months of employment date.

If employed, the applicant agrees to maintain a telephone in good working order at his/her place of residence.

Also, offer of employment is contingent on verification of the applicant's education, employment, and personal references.

By signing below, the applicant acknowledges agreement with conditions listed above.

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Date

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Signature of Applicant

# Application for Employment

City of Troy  
116 E. Market St.  
Troy, IL 62294  
(618) 667-6741

## AUTHORIZATION TO RELEASE INFORMATION

The undersigned hereby authorizes the release and full disclosure of any information and all records, concerning the undersigned to any authorized agent of the Troy Police Department.

The undersigned authorizes the disclosure and furnishing to the Troy Police Department, copies of any and all information relating to the undersigned's employment, work record, salary, attendance, education, disciplinary history, performance evaluations, reputation, medical records, criminal history, driving history, and military service records. Information of a confidential or privileged nature may be included. The information will be used to assist with the undersigned's employment background investigation.

The undersigned hereby releases The City of Troy from any and all liability or damages, which may result from furnishing the information requested. The undersigned acknowledges that in the event an application is disapproved, the source of confidential information cannot be revealed.

A photocopy of this release will be valid as an original even though the photocopy does not contain an original writing of my signature.

Driver's License # \_\_\_\_\_ State \_\_\_\_\_

SSN # \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_