



Massillon Civil Service Commission

NOTICE OF EXAMINATION

The Massillon Civil Service Commission is now hiring for the position of **Utility Billing Clerk / Office Assistant in our Wastewater Treatment Plant.**

To sit for the written examination, you must complete an on-line Indeed® assessment. Failure to complete the assessment, will disqualify you from sitting for the examination. You must have a passing score of 70% to move onto the written examination.

The online assessment counts towards 50% of your testing score, 50% from the written examination.

Applicants attaining a minimum passing score of seventy percent (70%) on the written examination will be placed on an eligibility list ranked according to total score. Per Section 124.26 of the Ohio Revised Code, the eligibility list expires upon filing or closing of the position.

The results of this written examination will be used to create a certified eligibility list to hire from.

DATE: Thursday February 3, 2022

LOCATION: Massillon Recreation Center -Massillon, OH

Exam Time: 6:00 PM

TO APPLY

<https://www.indeed.com/job/utility-billing-clerk-office-assistant-f84d908f48e6a6f1>

**** Once you apply to the position using the above link, you will receive more information via email*

JOB RESPONSIBILITIES:

Under the direction of the Manager, Administrative Assistant and Chief Billing Assistant, performs office tasks, including matters of confidential nature, and performs complex and responsible clerical and typing work calling for independent judgment. Individual will assist in all utility billing and account management.

MINIMUM QUALIFICATIONS:

- High school diploma or GED, including or supplemented by training in clerical procedures and office equipment, and two (2) years of progressively responsible experience performing typing and clerical or office management duties.
- Must have excellent customer service skills and knowledge of handling and balancing customer accounts.
- High proficiency of computer skills including Microsoft Office, i.e. Excel.
- Must hold valid driver's license.

ILLUSTRATIVE DUTIES: The duties listed below are intended to depict tasks performed by this classification.

- Assist in processing payments of all accounts.
- Assist in opening and processing all daily mail. This includes receiving payments that are in need of calculating, posting receivables, and balancing cash/check/credit card payments to the billing system and bank.
- Assist in preparing and delivering all daily deposits to bank and city treasurer when needed.
- Answer telephone, and handle customer calls on billing questions.
- Knowledge of servicing billing accounts.
- Have some understanding of rates and rate structures.
- Assist in preparing utility billing and final billing for printing and mailing.
- Take and update all information for new, disconnect, and transfer accounts.
- Send quotes to title companies and attorneys to ensure payment on transferring properties.
- Maintain customer information system with correct names and addresses for billing purposes.
- Actively involved in collecting accounts, also helps to reduce delinquent accounts and write-offs.
- Could possibly assist with conducting sewer inspections on new and existing homes and businesses.
- Work frequently with outside departments to ensure updated and correct information.
- Answers questions requiring extensive knowledge of ordinances and departmental rules and procedures.
- Type, photocopy, data entry, and file documentation.
- Collects, selects and compiles data from a number of sources, prepares forms for personnel, requisition forms, purchase orders, and maintains records of time worked; absences, arranges conferences and meetings.

- Types a variety of correspondences, reports and other matters to the appropriate offices. Prepares budgets.
- Works in conjunction with many outside offices; takes and dispatches sewer calls, prepares and checks payrolls: post checks, balances, and adjusts routine accounts; schedules, indexes and files bills, vouchers, documents and other papers.
- Perform other related duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of accounting and clerical functions.
- Ability to compose correspondence, make decisions, and maintain effective working relationships with other employees and the general public.
- Achieve a satisfactory level of professional skills/knowledge in job-related area. Must have excellent customer service skills.
- Establish friendly working atmosphere, coordinate work functions toward common objectives. Communicate effectively in oral and/or written form.
- Exceptional skills in the operation of office equipment, typing, keyboard and data entry.
- Ability to hold self-accountable for delivering quality results. Makes timely decision and accepts responsibility.
- Cooperate with others and set aside personal interests to focus on team goals. Listen to coworker's point of view. Willing to work with others to achieve goals.

BONUS INFORMATION:

BONUS CREDIT – DOCUMENTATION & STANDARDS

Military: An additional credit of twenty percent (20%) for those that have completed **One hundred eighty days (180) of active duty** serving service to executive order of the President of the USA or an act of Congress.

An additional credit of fifteen percent (15%) for those that have completed **Initial entry-level training, or a retired member of a reserve** component of the Armed Forces of the United States, including the Ohio National Guard.

- *Applicants must submit a certificate of service or Honorable Discharge (DD-214-Long Version) as proof of honorable military service and discharge to receive credit.*

Bachelor Degree in like field – 15%

Associate Degree in like field – 10%

Additional Examinations: Applicants who pass the written examination become eligible for an oral interview. Candidates receiving a conditional offer of employment will be

required to pass a pre-employment medical examination, drug screen and background check.

REASONABLE ACCOMMODATION

Applicants with a disability requiring accommodation at any phase during the testing process must advise the Civil Service Commission in writing at the time of application to permit accommodations. Failure to notify the Commission of any disability requiring accommodation after the application deadline may result in the Commissions inability to accommodate any disability.

EQUAL EMPLOYMENT OPPORTUNITY

The City of Massillon is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, gender, national origin, age, political affiliation, or any other non-merit factor.