

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

The City of Southfield is current seeking qualified candidates for the following position:

JOB CLASSIFICATION: Clerk II - Water Billing

SALARY RANGE: TPOAM Grade D Pay Range: \$32,959- \$40,568; plus a comprehensive benefit package.

REPRESENTATIVE JOB DUTIES

- Answer incoming telephone calls and assist the public regarding water billing problems. Refer non-routine inquiries to appropriate staff.
- Download and reconcile bank water auto payments.
- Processes work orders for appointments for billing and meter problems.
- Data entry of water bills into the water billing system.
- Review, assess and correct erroneous bills.
- Participate in special projects such as delinquent account notification.
- Generate Work Orders through Lucity software program.
- Other duties as assigned.

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD

- Must be high school graduate or equivalent.
- Must have minimum of two (2) years clerical experience, with emphasis on customer service.
- Proficiency in data base management and be familiar with Microsoft Office products (Word, Excel, Outlook)
- Requires ability to gain knowledge of and quickly become proficient with the following software programs: Eden, Lucity, GIS, and BS&A.
- Good judgment in handling questions and ability to know when to refer problems to the supervisor.
- Must possess problem solving and organizational skills and the ability to perform high volume, multi-task duties during peak periods in an accurate and timely manner; work well under pressure of deadlines and changing priorities.
- Excellent verbal and written communication skills;
- Courtesy and positive attitude in dealing with the public and co-workers.
- Must successfully complete the skills test battery related to this position.

The selection process will include a review of the applicant's experience for posted requirements, a criminal history check, a skills test, and an oral board interview. Each step of the process must be passed before the applicant will be moved to the next step. Applicants will be invited to further participate in the selection process based on the nature and extent of their related experience.

Upon gaining proficiency and increased independence in job responsibilities, gaining working knowledge of relevant Water Billing operations, and minimum one year in position, employee may be eligible for consideration for reclassification to Clerk III.

APPLY AT: City of Southfield, Human Resources Department
26000 Evergreen Road, Southfield, MI 48076

Complete application package may be downloaded from the City's website at www.cityofsouthfield.com

City of Southfield application packets must be received in the Human Resources Dept no later than 5:00 p.m.

March 22, 2019

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

Vr DATED: March 6, 2019



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at hrrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.