



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Bookkeeper – Utility Billing	Position Control No: XX-XX-XX-XX
Classification-Series: Bookkeeper	FLSA Status: Non-Exempt, Regular FT 40 hrs/wk
Occupational Grouping: Administrative Support Services	Union - Grade: DMEA - 14
Organizational Unit: Finance Department	Primary Job Location: City Hall, 288 Central Avenue

JOB SUMMARY: Performs routine and complex accounting and clerical work involving the application of bookkeeping practices and principles. Assists in the maintenance of fiscal records and systems, both computerized and manual, of the City pertaining to water and sewer billing. Performs billing of customer accounts utilizing complex computerized billing software and respond to customer billing inquiries.

ACCOUNTABILITY: Works under the general supervision of the division office manager and performs work within an established financial accounting system.

SUPERVISION EXERCISED: None.

TYPICAL EQUIPMENT USED: Computer, telephone, calculator, typewriter, copy and facsimile machines.

TYPICAL WORK ENVIRONMENT: Inside: 100% Outside: 0%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Maintain accurate accounting records including the posting and balancing of appropriate ledgers and sub-ledgers in accordance with related laws, regulations and generally accepted practices.
2. Schedule and maintain records for installation and repair of water meters.
3. Set up all new accounts in the Utility Billing financial system.
4. Maintain records for new units utilizing the water and sewer system.
5. Maintain records for installation and billing of fire lines.
6. Performs detailed work with numerical data and makes arithmetic computations rapidly and accurately.
7. Monitor accounts for “shut-offs” for non-payment, issue appropriate notices for “shut-offs”.
8. Computes and prepares monthly and quarterly water/sewer utility bills.
9. Monitor and ensure meters have been read or are scheduled to be read. Process re-read data in billing system.
10. Prepare informational packets for the Community Service Abatement review meetings.
11. Attend monthly Community Service Abatement review meetings.
12. Work with real estate companies to determine final readings. Ensure final reading billings are processed.
13. Process the appropriate documentation for the Registry of Deeds for liens.

14. Prepare refunds, re-bills, and adjustments.
15. Set up Water and Sewer payment agreements.
16. Maintain record for abatements approved by Community Service Abatement review team or Dover Utility Commission.
17. Establish and maintain effective working relationships with employees, other departments and agencies, and the general public.
18. Prepare routine and specialized financial statements, reports and projections as may be directed by supervisors or as required by federal or state law and/or local policy.
19. Maintain an appropriate level of discretion and confidentiality with regard to financial and operational records of the organization.
20. Maintain familiarity with and execute safe work procedures associated with assigned work.
21. Performs other related duties as required.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Occasionally required. -below shoulder height: Occasionally required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Occasionally required. BENDING: Occasionally required. CRAWLING: Not required. SQUATTING: Rarely required. KNEELING: Not required. CROUCHING: Rarely required. CLIMBING: Rarely required. BALANCING: Not required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Occasionally required. FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 3 hours Stand: 1 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 6 hours Stand: 1 hour Walk: 1 hour</p>
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COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others. HEARING: Necessary for receiving instructions and information. SIGHT: Necessary for performing job effectively. TASTING & SMELLING: Not required</p>
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TYPICAL WORK SURFACE(S): Standard office desk and chair; service counter; tables; computer work stations, tile flooring.

TYPICAL CONTROLS & EQUIPMENT: Keyboard/pad; computer mouse; telephone; calculator.

SUMMARY OF OCCUPATIONAL EXPOSURES: May be exposed to copier and printer toner.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS: Working knowledge of bookkeeping and accounting principles. Ability to make arithmetical computations rapidly and accurately. Working knowledge of personal computer hardware and software including familiarity with the use of various software applications including accounting and/or billing, word-processing, electronic spreadsheets and data bases. Ability to keyboard accurately and rapidly. Ability to maintain administrative, fiscal and general records and to prepare reports and answer questions from records. Ability to maintain effective working relationships with department heads, employees, and the public and to deal with service problems courteously and tactfully.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: Minimum High School diploma or equivalent supplemented by coursework in bookkeeping and/or accounting. Two (2) years of college or related vocational training preferred. Maintain valid driver's license.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input checked="" type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.

Classification Established: 7/1/96
Job Description Developed: 1/10/08
Revised: 1/23/19