

Hanna Water and Sewer

Job Description: District Clerk

Position Title: District Clerk

Employment Status: Contractor

Reports To: Hanna Water and Sewer Board of Trustees

Location: Hanna, Utah

Compensation: TBD

Position Summary

The District Clerk provides administrative, customer service, billing, and records-management support for Hanna Water and Sewer. This position serves as a primary point of contact for customers and works closely with the Board of Trustees, district operators, vendors, and regulatory agencies.

The District Clerk is responsible for responding to customer inquiries, maintaining accurate customer accounts, coordinating utility billing and payments, preparing district records, and assisting the Board with required reports, notices, and compliance-related documentation.

The successful candidate must be dependable, organized, professional, and capable of handling confidential customer and district information with discretion.

Essential Duties and Responsibilities

Customer Service

- Answer incoming telephone calls and respond to customer questions in a professional and courteous manner.
- Assist customers with questions regarding water and sewer services, billing statements, account balances, payments, service interruptions, and district procedures.
- Receive and document customer complaints, concerns, and service requests.
- Coordinate customer concerns with district operators, Board members, or other appropriate representatives.
- Maintain professional communication with customers, including during difficult or sensitive account situations.
- Provide customers with accurate information regarding district policies, fees, payment requirements, and service procedures.

Customer Accounts and Billing

- Establish and maintain accurate customer water and sewer accounts.
- Coordinate the preparation and distribution of monthly utility bills.

- Record customer payments and ensure payments are properly credited to the appropriate accounts.
- Maintain accurate records of account balances, adjustments, late fees, credits, and payment arrangements.
- Prepare and distribute delinquency notices and other account-related correspondence in accordance with district policies.
- Assist with new service applications, account transfers, final billing, service terminations, and account closures.
- Reconcile billing and payment records and report discrepancies to the Board.
- Coordinate deposits and maintain supporting documentation for district financial transactions.
- Protect customer financial and personal information from unauthorized disclosure.

Board and Administrative Support

- Work under the direction of the Hanna Water and Sewer Board of Trustees.
- Assist with preparing Board meeting agendas, notices, informational packets, and supporting documents.
- Attend Board meetings when required and assist with documenting meeting proceedings.
- Prepare, organize, and maintain official district records, including meeting minutes, resolutions, policies, reports, contracts, correspondence, and financial documents.
- Assist with posting public notices and maintaining records associated with Board actions.
- Track assignments, deadlines, and follow-up items approved or requested by the Board.
- Provide administrative support for district projects, customer communications, and community outreach.
- Coordinate with district accountants, attorneys, engineers, operators, vendors, and other professional service providers as directed.

Reporting and Compliance

- Assist the Board in preparing, organizing, and submitting required reports to applicable local, state, and federal agencies.
- Maintain a calendar of reporting deadlines, public notice requirements, renewals, certifications, and other compliance obligations.
- Gather records and supporting documentation needed for regulatory reports, audits, inspections, and public-record requests.
- Help ensure that district records are complete, organized, retained, and accessible in accordance with applicable policies and legal requirements.
- Coordinate with the district's certified operator and other responsible parties to obtain information needed for operational or regulatory reporting.

- Promptly notify the Board of missing documentation, approaching deadlines, account discrepancies, or potential compliance concerns.
- Assist with responding to public-record requests under the direction of the Board and legal counsel.

Financial and Recordkeeping Responsibilities

- Maintain organized electronic and physical filing systems.
- Prepare routine billing, payment, delinquency, and customer-account reports for the Board.
- Assist with invoice tracking and documentation for accounts payable and accounts receivable.
- Maintain receipts, payment records, deposit information, and supporting financial documentation.
- Assist the Board and district accountant during budget preparation, financial reviews, and audits.
- Ensure that official documents are properly filed and retained according to the district's records-retention procedures.

Minimum Qualifications

- High school diploma or equivalent.
- Previous experience in administrative support, customer service, bookkeeping, utility billing, office management, or a related position is preferred.
- Basic knowledge of billing, payment processing, account reconciliation, and recordkeeping.
- Proficiency with computers, email, word-processing software, spreadsheets, and electronic filing systems.
- Ability to learn and operate the district's billing and accounting software.
- Ability to communicate professionally through telephone conversations, written correspondence, email, and in-person interactions.
- Ability to organize multiple responsibilities and meet established deadlines.
- Ability to accurately enter, review, and maintain financial and customer information.
- Ability to maintain confidentiality and exercise sound judgment.

Preferred Qualifications

- Experience working with a water district, sewer district, special service district, municipality, utility provider, or other public entity.
- Experience with utility billing or customer-account software.
- Experience preparing meeting agendas, minutes, public notices, or government records.

- Familiarity with public-meeting procedures, records-retention requirements, and regulatory reporting.
- Basic bookkeeping or accounting experience.
- Notary public commission or willingness to obtain one, if requested by the Board.

Knowledge, Skills, and Abilities

The District Clerk should possess the ability to:

- Provide courteous and effective customer service.
- Communicate clearly with customers, Board members, operators, vendors, and regulatory representatives.
- Handle difficult conversations calmly and professionally.
- Maintain complete and accurate records.
- Identify discrepancies and bring concerns to the Board's attention.
- Prioritize assignments and work independently with limited supervision.
- Follow Board-approved policies and procedures.
- Meet recurring billing, reporting, and public-notice deadlines.
- Safeguard confidential, financial, and personally identifiable information.
- Learn new software, reporting systems, and administrative procedures.
- Maintain neutrality and professionalism when working with customers and members of the public.

Physical and Work Requirements

- Ability to perform routine office duties, including extended periods of sitting, computer use, telephone communication, filing, and document preparation.
- Ability to occasionally lift and carry office supplies, files, or records weighing up to approximately 25 pounds.
- Ability to attend evening Board meetings and other meetings as required.
- Reliable transportation may be required for banking, mailing, document delivery, training, or other district business.
- The position may require occasional work outside normal office hours to meet billing, reporting, meeting, or emergency communication needs.

Work Schedule

The regular work schedule will be established by the Board based on district needs. The District Clerk may be required to attend scheduled Board meetings, including meetings held during evening hours.

Confidentiality and Ethics

The District Clerk will have access to confidential customer, personnel, financial, legal, and operational information. The employee must protect this information and may only disclose district information as authorized by the Board or required by law.

The employee must avoid conflicts of interest and perform all responsibilities honestly, impartially, and in the best interests of Hanna Water and Sewer.

Additional Duties

This job description is intended to describe the primary duties of the position. It is not an exhaustive list of every responsibility. The District Clerk may be assigned other reasonable duties by the Hanna Water and Sewer Board of Trustees based on the operational and administrative needs of the district.