

**VILLAGE OF NEWBERRY HIRING NOTICE**  
**Full-Time Office Clerk**

The Village of Newberry is seeking experienced candidates for a Full-Time Office Clerk. This individual will be the lead staff member for all utility accounts and activities. Applicants should have bookkeeping, accounting, and clerical background with excellent written and oral communication skills; good typing ability and experience with various office equipment; good spelling and punctuation skills; experience with and an ability to learn computer programs including custom software, spreadsheets, and databases is essential. Must be able to provide customer service over phone, email, and in-person. This is a salaried position with benefits including paid vacation days, medical coverage, and retirement. Salary is based on experience and education.

A full job description and application may be obtained online at [www.villageofnewberry.com](http://www.villageofnewberry.com) or in person at the Village of Newberry Office, during normal business hours. A resume is required. Please submit a resume with your application via email to [awatkins@newberrymi.gov](mailto:awatkins@newberrymi.gov) or submit in person or via mail to Allison Watkins, 302 E. McMillan Avenue. Applications will be accepted & reviewed on a rolling basis until May 15, 2024, at 4:00PM. Position is open until filled. The Village of Newberry is an equal opportunity employer.



**OFFICE CLERK**

**Title:** Utility Clerk  
**Reports To:** Village Manager  
**Classification:** Non-Union  
**FLSA Status:** Exempt (Salary)  
**Location:** Village of Newberry, Michigan  
**Salary:** Based on qualifications

**General Descriptions of Duties**

Provide clerical, reception, support services, bookkeeping, and utility administration in accordance with the goals and objectives of the employer.

**Essential Duties and Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. General clerical and receptionist tasks as needed, such as typing, answering phones, sorting, and delivering mail, making photocopies, faxing, scanning documents, filing and administrative support to the Superintendents, and Village Manager when needed.
2. Provide utility administration services, including preparation of billing statements, recording and verification of receipts, customer account setup and maintenance, report generation, data entry, delinquency tracking and related activities.
3. Display initiative and problem solving.
4. Provide excellent customer service by responding to requests in a timely manner and maintaining a calm and respectful demeanor and tone. Working to de-escalate situations involving customers who may become agitated.
5. Manage work order process including communicating with Superintendents and staff to schedule appointments for service.
6. Provide bookkeeping, accounts payable, receivable services including maintenance of administrative and financial records connect to utilities, processing of all payments and receipts, vouchers and checks.
7. Lead employee for communication with social service agencies aiding customers in need. Must maintain working knowledge of assistance available and be able to communicate that information to customers.
8. Assist the Administrative Assistant with management and oversight of internal office operations, including office management for the departmental Superintendents.
9. May be responsible for compiling documents required for meetings, including making copies and distribution to members for boards, commissions and/or committees.
10. Responsible for assisting in compiling data and information required for government agency report submissions: monthly, quarterly and annually; confirm submission of all documents (i.e. water, wastewater, electric, environmental, roads, parks).
11. Assist the Administrative Assistant with all I.T. and technology related questions and coordination with IT consultants (i.e. computer hardware and software, landlines and cellular phones).
12. Provide clerical services including set up, maintenance and purging of organizational records, files, budgets, minutes and other data. Prepare minutes, agendas, and meeting notices; set up accounts and purchase office supplies and equipment as needed and approved by the Village Manager.
13. Maintain a neat and orderly work areas. Assist in routine maintenance of the office.
14. Respond to multiple priorities and demands, deal with the concerns of staff, resolve issues and situations in a positive manner, and handle a variety of issues of a confidential/sensitive nature.
15. May be required to research information required for writing grants to achieve the Village's goals and objectives.

16. May be required to assist with conceptualizing, planning, coordinating, and executing special events and promotions.
17. Serve as support and backup to other office or administrative employees.
18. Other duties as assigned.

#### **Required**

- High school diploma or equivalent. Associate Degree or Bachelor's Degree preferred.
- Must have a valid driver's license and clean driving record.
- Must have reliable transportation.
- Must be able to pass pre-employment physical and drug/alcohol screenings. Employee may be subject to random screening during employment.
- Must agree to a criminal background check and credit check.
- Must maintain confidentiality with Village and customer information.
- May not owe any outstanding debt to the Village of Newberry.
- If a Village utility customer the employee must be and remain a customer in good standing.

#### **Desired Training and Experience**

- Excellent verbal and written communication skills are keys to success in this position.
- Successful candidates will have a combination of education and experience in administrative duties, and will bring creative problem-solving skills to develop, oversee, and implement projects.

#### **Knowledge, Skills and Abilities**

Required Knowledge, Skills, Abilities and Minimum Qualifications: The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Knowledge of standard office procedures and practices. Preferably knowledge acquired through a combination of experience and education.
- Knowledge of and experience with Microsoft Office Suite programs. Ability to create and maintain spreadsheets and Word documents is essential.
- Skill in researching ideas, concepts and able to make creative and innovative recommendations to management.
- Can assemble and analyze information and data, in preparing comprehensive and accurate reports.
- Superior skills in effectively communicating ideas and concepts orally and in writing.
- Highly effective interpersonal and problem-solving skills.
- Can compose business emails and letters that are well-written, following standard business formatting and complete in a timely fashion. Able to display good spelling, grammar, and punctuation.
- Ability to learn and become competent with BS&A Municipal Software. Candidates possessing experience with this software will be given preferential status.
- Ability to follow written and oral instructions.
- Ability to interact with the general public via phone or in-person with a pleasant and calm demeanor.
- Ability to work effectively with other employees.
- Ability to be self-motivated.
- Ability to adapt and respond to multiple priorities and demands, deal with the concerns of staff, resolve issues and situations in a positive manner, and handle a variety of issues of a confidential/sensitive nature.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with the public, employees, Village administrators, project contractors, representatives of other governmental units, and professional contacts.



- Ability to critically assess situations, solve problems, and to work effectively under stress, within deadlines, and changes in work priorities.
- Ability to follow-up with details and complete assigned activities without close supervision.

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to sit for extended periods and use a computer, phone, copy machine, and other standard office equipment.

The employee must be able to drive between different office sites when necessary.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to review and produce written and electronic documents.

The employee must occasionally lift and/or move items of light or medium weight. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

The employee is frequently required to travel to other locations within and outside the Village, and use hands to finger, handle, or feel. The employee is regularly required to stand and walk. The employee may be required to attend meetings. While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

**Comments**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This position may require a probationary period to be evaluated by the Village Manager for permanent placement.

Attending monthly Village Council meetings and or assorted committee meetings may be required upon request by the Village Manager. Evening hours may be required upon occasion.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.