Olivehurst Public Utility District

Agenda Item Staff Report

Meeting Date: November 19, 2026

Item description/summary: Fourth Account Clerk I Position

We have had a temporary employee working in the front office as an Account Clerk for the last few months, who has been able to adapt to all tasks and situations presented to her. One of our 4 Account Clerks has been out on disability since January of this year and has just let us know via her health care provider she will be out until the end of January and has moved out of the area. We would like to open up an Account Clerk I position with the caveat that if the other Account Clerk should be cleared to return to full-time work in her former capacity, the new Account Clerk would be subject to layoff, or a return to a temporary position, unless other regular positions are open at that time. With the considerable growth within the District, workload and trying to cover staffing for sick leave, vacation time, etc. the Business Office needs a fourth Account Clerk.

Fiscal Analysis:

We are currently budgeted for a temporary employee and a full-time 4th Account Clerk in the Business Office.

Sample Motion/Staff Recommendation:

Considering opening up an Account Clerk I position in the Business Office and authorize hiring via District Policies and caveat stated above.

Prepared by:

Cindy Van Meter/Office Manager-Human Resource Coordinator

FLSA: Non-Exempt
10/07
Non Safety Sensitive Position

OLIVEHURST PUBLIC UTILITY DISTRICT
ACCOUNT CLERK I

DEFINITION

Under supervision of Accounting Manager, maintains and records utility payments; handles customer service in person and/or by telephone, filing in support of District Clerk and Accounting, assists with Utility Billing.

JOB CHARACTERISTICS

This is an entree level position. Employee is expected to perform data entry and research customer accounts.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Customer Service and Phone communication skills
- Cash Handling
- General office equipment including computers

Skill in:

- Recognize, prioritize, and accomplish needed tasks.
- Respond quickly and effectively in difficult situations.
- Effectively working with other employees.

Ability to:

- Perform various clerical tasks.
- Assist with Billing and Customer Notices
- Follow oral and written directions.
- Collect and process payments and related forms.
- Post customer payments and adjustments to computerized billing system.
- Handles customer service orders and complaints.
- Receives monies and prepares daily deposit for banking.
- Maintain computerize database.
- Keep customer service reference files updated.
- Answer telephone and handle inquiries and/or refer to appropriate personnel.
- Carry out policies of the District.

- Keep abreast of new and changing technology relevant to this position.
- Use initiative and independent judgment.
- Use a personal computer and software applications such as MS Office, Outlook and Billing Software.
- Type 45 wpm.
- Perform 10/key by touch.

REQUIREMENTS

Minimum requirements:

- High School diploma or GED equivalent.
- Possession of valid California Drivers License.
- Must be insurable by District's auto liability insurer.

Preferred requirements:

- Two years clerical experience
- Some Business or Accounting courses

SPECIAL REQUIREMENTS

Essential Duties require the following physical skills and work requirements: Requires the ability to maintain mental capacity which allows the capability of exercising sound judgment and rational thinking under varied circumstances; requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; hear and communicate orally; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, data entry or use of other office equipment or supplies; requires sufficient sight and hearing to perform customer service duties, general office duties, and use of general office equipment.

Olivehurst Public Utility District is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodation to qualified individuals with disabilities.