



# BILLING CLERK

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**TOWN OF NORWOOD:** Employee

**JOB TYPE:** Full Time, 40 hours per week (Monday through Thursday)

**Compensation:** \$19 -\$21 per hour

**Benefits:** FULL BENEFITS - Medical, Dental, Vision, Life and Accident Insurance, Retirement Contribution, 168 hours of PTO/Sick Leave, Paid Holidays, Mental Health Benefits, and discounted Gym Membership.

**Closing Date:** Open Until Filled

## POSITION SUMMARY

This position provides administrative support to the Norwood Water Commission and Sanitation District. This includes attending and recording meeting minutes, preparing financial reports, handling customer service inquiries, managing correspondence, assisting with budget preparation, and ensuring compliance with election requirements. This position requires strong organizational, communication, and financial skills to support the Boards, Administrators, and customers effectively.

## JOB DESCRIPTION

### **Meeting and Board Support:**

- Attend and record minutes for all regular and special meetings.
- Attend work sessions as directed by the Boards or Administrator.
- Prepare and distribute meeting agendas, ensuring approval by the Chairman before distribution.
- Assemble meeting packages and ensure Board members have all necessary materials before meetings.
- Perform research as directed by the Board or requested by customers, including financial records and historical meeting minutes.

### **Financial Duties:**

- Assist the Administrator in preparing the annual budget, beginning in August/September, with a draft presented to the Boards by October.
- Prepare and present monthly financial reports, including bank reconciliations, budget allocations, and year-to-date spending analysis under the supervision of the Administrator.
- Perform monthly utility billing, cash receipting, and accounts payable under the supervision of the Administrator.



### **Correspondence and Communication:**

- Manage all incoming and outgoing correspondence, ensuring the Administrator and Chairman are informed of all communications addressed to the Norwood Water Commission and Norwood Sanitation District.
- Distribute correspondence to Board members as directed.
- Notify Board members of meetings from external entities, such as FWDC, San Miguel Conservancy District, and South West Water Conservancy District.

### **Customer Service:**

- Respond to phone inquiries regarding utility billing and customer accounts.
- Research customer accounts and coordinate with Title companies during property sales within the Norwood Water Commission and Sanitation District service areas.
- Handle customer concerns with professionalism, sensitivity, and a customer-focused approach.
- Prepare and finalize contracts and agreements along with the necessary documentation for utility services pertaining to both new and existing accounts.
- Ensure paperwork, contracts, and required documentation are updated for all utility accounts.

### **Election Responsibilities:**

- Serve as the Board-appointed Election Official for the Norwood Sanitation District.
- Perform all required duties related to regular and special elections, ensuring compliance with election regulations.

### **Additional Responsibilities:**

- Perform all other duties as assigned by the Board(s) and Administrator, including but not limited to tasks not specifically outlined in this description.

## **DESIRED KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge:**

- General office administration and clerical procedures.
- Principles of accounting, budgeting, and financial reporting.
- Utility billing processes and accounts payable procedures.
- Meeting minutes preparation and record-keeping best practices.
- Local government operations, policies, and procedures (preferred).
- Election procedures and regulations for public entities (preferred).

### **Skills:**

- Proficiency in **Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)**.
- Strong written and verbal communication skills.
- Accurate and efficient data entry, record-keeping, and document preparation.
- Organizational and time management skills to meet deadlines.
- Customer service skills, including conflict resolution and professionalism.

### **Abilities:**

- Attend and accurately record meeting minutes for Board meetings.
- Prepare financial reports, including bank reconciliations, budgets, and expenditure tracking.



- Ability to operate standard office equipment, including computers, calculators, copiers, and transcribers.
- Maintain confidentiality and handle sensitive information with discretion.
- Work independently and collaboratively within a team.
- Adapt to changing priorities and manage multiple tasks efficiently.
- Maintain composure and professionalism in a fast-paced environment.
- Conduct research and compile information as requested by the Board or Administrator.

### **DESIRED EDUCATION & EXPERIENCE**

- High school diploma or equivalent.
- Prior experience in general office administration and accounting practices.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Ability to attend training sessions and board meetings as required.
- Excellent organizational skills with attention to detail.
- Ability to maintain confidentiality and professionalism in all aspects of the role.

This role requires a proactive, detail-oriented professional who can efficiently manage administrative, financial, and customer service tasks while supporting the needs of the Board and community.

### **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

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

- Ability to sit for extended periods while performing clerical and administrative tasks.
- Frequent use of hands for typing, writing, and handling office equipment.
- Occasional lifting and carrying of objects up to 25 pounds, such as files, reports, or office supplies.
- Ability to reach, bend, kneel, and perform repetitive motions as necessary for office tasks.
- Visual acuity to read and process various documents and computer screens.
- Ability to communicate verbally and in writing with Board members, customers, and staff.

**WorkEnvironment:** *The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work is primarily performed in an office setting with exposure to standard office equipment and conditions.
- May require occasional travel to attend off-site meetings or training.
- Work may involve occasional extended hours, including evenings, to attend Board meetings or special events.
- The position requires managing multiple tasks in a fast-paced environment with frequent interruptions.



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### **SELECTION GUIDELINES**

A formal application, rating of education and experience, oral interview and reference checks will be utilized to select the successful candidate. The duties listed above are intended only as illustrations of the various types of work that may be performed. Other duties may be assigned. 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.

### **ADDITIONAL RESOURCES & SUPPORT**

Please review the complete job description and submit an official application for the position by visiting <https://www.norwoodtown.com/applications-permits> for the application. Application or Resume to be emailed to [pierce@norwoodtown.com](mailto:pierce@norwoodtown.com) or delivered to Town Hall. Interested candidates are encouraged to apply immediately. Candidates are required to complete the application or attach a resume. Please ensure all requested items are submitted and complete for consideration.