



NORTHERN MORAINE WRD

Job Description Office Clerk Intern

Effective Date: 04/01/26

FSLA Status: Non-Exempt

Pay Range: \$19.31-22.72-26.12; Unit II Grade 1

Nature of Work:

The Office Clerk Intern is a confidential employee responsible for assisting the District Clerk and Administrative Clerk in the administrative, business-related and fiscal functions for the District.

Tasks involve assisting with utility billing and the collection and maintenance of related records. Work also involves providing customer service to residents, handling billing problems, account maintenance, sending out past due notices and authorizing service shut offs. Duties involve responsibility for performing general clerical work, balancing daily receipts, posting of daily cash payments, preparation of accounts receivable reports, initiation of past due invoices and initiating collections. Work also involves the handling of customers at the counter and operating the switchboard. Responsibilities also including human resource functions such as maintaining personnel files, informing and managing employee benefits including insurance, IMRF, and maintaining paid time off balances of employees.

Tasks will also include assisting with accounts payable journal entries, budget preparation, general ledger maintenance, preparing purchase orders, recording investment activity and monthly bank reconciliation. This may include assisting with account analyses, grant accounting and preparation of financial reports. Work is performed independently in accordance with established accounting practices and procedures, under the general supervision of the District Manager, who reviews work for results obtained and through verification of financial records and through periodic audits.

Examples of Essential Job Functions:

Daily

- Retrieve, sort and distribute mail
- Retrieve, sort and open payment envelopes
- Assist customers making payments in person
- Assist in processing payments and preparing deposits
- Assist in Accounts Payable functions
- Assist in filing, copy work and scanning
- Assist in accepting deliveries in office
- Assist in issuing permits



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Monthly or As Needed

Assist in copying and assembling packets for Board members
Assist in copying and mailing delinquency notices
Run errands to local businesses as necessary
Assist in ordering office supplies

Expected Job Functions:

- Updates the time off spreadsheets and makes the required adjustments. Updates the current time off balances on the timesheet software, based on the most recent payroll data.
- Perform routine accounting including the following functions: post miscellaneous cash receipts, post miscellaneous journal entries, post invoices, print checks and check register, import utility billing and payroll into accounting, month end reports, prepare treasurer's report, reconcile bank statements, maintain chart of accounts, prepare packets of information for trustees before each board meeting and make bank deposits. Deliver Board packets to Trustees' homes.
- Communicates with customers by telephone, email and in person, answering questions and providing them with information; resolves billing problems; sets up new accounts; updates billing information; sets up payment plans; handles request for service calls, set ups and billing for special services.
- Accepts and inputs payments for sewer bills, miscellaneous payments and permits; verifies payments against bills or invoices; enters receipts into cash register; posts sewer bills; balances cash receipts, endorses checks and posts into the accounting system; performs data entry functions.
- Processes water meter readings; enters data into the utility billing database; runs edits and corrections for actual meter readings and estimates and updates meter readings accordingly; writes up service requests;
- Receives and processes customer payments, making appropriate adjustments to customer's accounts; sends out late notices; arranges payment schedules for delinquent accounts, including penalties; initiates subsequent shut off process, if necessary.
- Processes service requests, schedules inspections;
- Monitors and processes any special requests or special meter readings and runs related programs; processes refunds; sends out letters to customers as appropriate.
- Performs the duties of other District clerical staff on a relief basis.





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- Fills in for and performs miscellaneous duties of other Clerical Staff, as needed.
- Provides effective and efficient customer services and promotes and maintains responsive community relations.
- Operates a telephone or telephone switchboard in answering incoming calls to the District; greets, refers, directs, and informs the general public.
- Maintains records, enters data and prepares past due invoices for various bills; types and prepares liens to send to the County for non-payment of bills.
- Performs routine office duties such as typing, copying, and filing; prepares correspondences and notices.
- Organizes files and indexes files, as needed, for proper file keeping and discovery.
- Follows safe work practices.

Other Job Functions

Performs related duties and special projects as assigned.

Requirements of Work

- Graduation from high school, including or supplemented by courses in bookkeeping and modern office practices and computerized systems; or any equivalent combination of training and experience that provides the following knowledge, abilities and skills is desirable.
- Basic understanding of bookkeeping principles and procedures along with business math.
- Knowledge of modern office procedures, and equipment, including computers, alphanumeric keyboards, printers and copiers. Knowledge of operating credit card terminals is helpful, but not required.
- Ability to appropriately and accurately respond to questions and requests of customers and other employees.
- Ability to operate a personal computer with the software and programs necessary to perform the work of the District, including computerized accounting systems like QuickBooks.
- Ability to communicate effectively in English, both orally and in writing, using proper grammar and punctuation.
- Ability to perform arithmetic calculations quickly and accurately.
- Ability to establish and maintain effective working relationships with other employees.



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- Skill in dealing with the public and providing good customer service.
- Ability to learn assigned clerical tasks readily, be able to multi-task and to adhere to prescribed District procedures. Must be able to prioritize work tasks and meet deadlines.
- Ability to make decisions in accordance with District procedures and regulations and apply these to work problems.
- Ability to communicate in Spanish would be beneficial.

Necessary Special Requirements

None.

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 the essential functions.

Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.



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