



TERRY F. BELL
MAYOR

DARRYL GREEN
UTILITY DIRECTOR

POSITION AVAILABLE

The City of Henderson, Tennessee Utility Department will be accepting applications for the following position:

UTILITY CLERK III

Applications will be accepted until the position is filled. Residence within 15 miles of Henderson City Hall is required within one year after employment begins. Applications and Job Descriptions may be picked up at Henderson Utility Department inside City Hall at 121 Crook Ave., requested by phone at (731)989-3503, or on the city website at www.hendersontn.gov.

Completed applications should be returned to HR at City Hall or may be returned via email to hr@hendersontn.gov

The City of Henderson is an Equal Opportunity Employer. It is the policy of the City of Henderson not to discriminate on the basis of race, color, national origin, age, sex, or disability in its practices, programs, services, or activities.



JOB DESCRIPTION

JOB TITLE: Utility Clerk III

DEPARTMENT: Utility, Office Operations

REPORTS TO: Utility Director, Lead Clerk

PRINCIPAL PURPOSE OF JOB: To perform a variety of general and complex clerical duties in support of the utility service function including receiving utility payments and balancing utility bill entries with payments; perform support duties for utility crew field operations; maintain various spreadsheets and information for State and Federal reporting purposes; and to provide professional, effective and efficient public service assistance to the general public. The position requires above-average attention to detail, concern for the exact correctness of work, and a strong commitment to completing tasks on time.

LEVEL OF AUTHORITY: Receives close to limited supervision depending on experience, complexity, and familiarity with the assigned task(s). Routine assignments are expected to be performed independently following standard practice.

WORK ENVIRONMENT: Work is primarily performed indoors, but may require outdoor activities performed in various weather conditions. Work will involve direct exposure to the general public. Depending on location and task, noise intensity ranges from low to moderate. Exposure to hazardous materials is low. Work performed in this job requires lifting and carrying up to 25 lbs, bending, squatting, stooping, and sitting or standing for prolonged periods of time. Work performed in this job requires extensive use of computer systems and software.

ESSENTIAL JOB FUNCTIONS

1. Verify correct billing amount with customer account; adjust accounts as necessary; prepare and balance entries on a computer system including cash payments; verify, record, and balance prepared vouchers and adjustments including accounts receivable deposits and the initiation or termination of utility service.
2. Screen and direct calls, and direct visitors as appropriate; answer questions and provide information to the public; refer citizen and client complaints and questions to appropriate departments or staff members for resolution; research accounts for customers as necessary.
3. Deal with upset, sometimes rude citizens in a courteous manner without losing their temper.
4. Maintain a variety of files and filing systems including utility payments, regulatory documents, and operation forms; prepare, maintain, and update various records; research and verify information as requested.
5. Prepare and review a variety of correspondence, reports, corrected billings, and documents as assigned; complete various forms; prepare and distribute reports for review and use; prepare and maintain a variety of forms used by an assigned department.
6. Provide clerical support to assist designated department staff in the completion of their duties and responsibilities.
7. Perform work in accordance with all federal, state, and local laws, rules, and regulations and within mandated and appropriate standards.
8. Accurately perform monetary transactions (i.e. utility payments) with customers.
9. Utilize office equipment such as computers, computer software, handheld computer recording device(s), calculators, typewriters, and bill processing machines.

11. Maintain and promote excellent relations and communications with co-workers, other City employees, and City Managers.
12. Exercise personal initiative to assume responsibilities to maintain an even workload balance, and assist in training and orientation of new employees.
13. Exercise personal initiative to actively acquire skills in all areas of office operations to be a more valuable staff member and ultimately become eligible, willing, and prepared to accept when offered or assigned promotion to a higher job classification.
14. Actively participate in department meetings, safety programs, departmental goals, and training activities.
15. Refrain from discussing confidential information with fellow employees, friends, the press or the public that is obtained through their position or through overhearing the conversations of others.

ADDITIONAL JOB FUNCTIONS

1. May perform portions of the work of higher classified positions occasionally, as assigned.
2. May perform duties of similar complexity in any City department as required or assigned.

QUALIFICATIONS

Technical

1. Must possess and maintain a valid Tennessee State driver's license.
2. Must possess a GED or be a high school graduate.
3. A two or four-year degree in business, accounting, or a closely related field is strongly preferred but not required.
4. Must be able to read and write the English language.
5. Must possess **strong** computer and software skills (i.e. Excel, Microsoft Office).
6. Must have qualifications to perform cash handling and transactions.

Physical Capabilities

1. Physical strength and ability sufficient to perform lifting and carrying of 25 pounds.
2. Ability to maintain continuous physical effort throughout the shift bending, squatting, stooping, and sitting or standing for prolonged periods of time.
3. Ability to read a computer monitor.

Other Capabilities

1. Ability to understand and follow oral and written instructions.
2. Flexibility to work, in addition to normally scheduled work hours, if needed for a project
3. Flexibility to travel away from home for periods sufficient to complete required training and skills necessary to become qualified to obtain qualifications.
4. Ability to use an intermediate level of problem-solving to deal with non-routine situations.
5. Ability to maintain composure in stressful situations.

WORK HOURS

Office hours shall be Monday through Friday, 7:00 A.M. to 4:00 P.M. Employees are scheduled to work 8 hours during this time with a minimum of a 30-minute lunch break. Overtime is limited but may be required. Future work hours may be adjusted as the needs of the Office Manager or department change.

OTHER

- 1 . As an absolute condition of employment, employees are required, upon hire, to sign a drug-free workplace agreement. Further, to abide by the City of Henderson Personnel Policies. Additionally, agree to be subject to random drug and alcohol testing, and drug and alcohol testing at any time, at the request of a supervisor, while on duty.
2. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.
3. Following an offer of employment, and prior to starting work, individuals will be required to have a pre-employment physical examination by a physician designated by the City of Henderson. The City will pay for the examination. Satisfactorily pass a background clearance to perform essential job functions will be required for employment.

The City of Henderson provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms of conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation, and training.

Revision: February 2025



PO Box 68 ~ 121 Crook Avenue
 Henderson, TN 38340
 PHONE: 731-983-5000~FAX: 731-983-5050

Position Applied for: UTILITY CLERK III Deadline for Application: Until Position is filled

APPLICANT INFORMATION					
Last Name		First		M.I.	Date
Street Address				Apartment/Unit #	
City		State		ZIP	
Phone		E-mail Address			
Cell Phone No:		Driver's License No & State:			
Date Available					
Are you a citizen of the United States? YES <input type="checkbox"/> NO <input type="checkbox"/> If not, are you authorized to work in the U.S.? YES <input type="checkbox"/> NO <input type="checkbox"/>					
Have you ever worked for this company?		YES <input type="checkbox"/> NO <input type="checkbox"/>		If so, when?	
Have you ever been convicted of a felony?		YES <input type="checkbox"/> NO <input type="checkbox"/>		If yes, explain	
Do any of your relatives work for the City of Henderson?		YES <input type="checkbox"/> NO <input type="checkbox"/>		If yes, state name and relationship	
Are you currently employed?		YES <input type="checkbox"/> NO <input type="checkbox"/>			
Are you currently on "lay-off" status and subject to recall?		YES <input type="checkbox"/> NO <input type="checkbox"/>			
EDUCATION					
High School		Address			
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree	
College		Address			
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree	
Other		Address			
From	To	Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/>	Degree	

MILITARY SERVICE

Branch	From	To
Rank at Discharge	Type of Discharge	
If other than honorable, explain		

PREVIOUS EMPLOYMENT

Company	Phone ()	
Address	Supervisor	
Job Title	Starting Salary \$	Ending Salary \$
Responsibilities		
From	To	Reason for Leaving
May we contact your previous employer for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>		

Company	Phone ()	
Address	Supervisor	
Job Title	Starting Salary \$	Ending Salary \$
Responsibilities		
From	To	Reason for Leaving
May we contact your previous employer for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>		

Company	Phone ()	
Address	Supervisor	
Job Title	Starting Salary \$	Ending Salary \$
Responsibilities		
From	To	Reason for Leaving
May we contact your previous employer for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>		

Describe any specialized training, apprenticeship, job-related skills, and qualifications acquired from employment or other experience.

List professional, trade, business, civic or extra-curricular activities and offices held.

REFERENCES

Please list three professional references.

Full Name	Relationship
Company	Phone ()
Address	

Full Name	Relationship
Company	Phone ()
Address	

Full Name	Relationship
Company	Phone ()
Address	

City of Henderson is An Equal Opportunity Employer

We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age disability, marital or veteran status, or any other legally protected status.

DISCLAIMER AND SIGNATURE

I certify that my answers are true and complete to the best of my knowledge. I hereby authorize a complete background check of my criminal record, employment history, and credit history.

This employment application shall be considered active only until the position is filled. Any applicant wishing to be considered for employment beyond this period should complete a new application for that position.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I understand also, that I am required to abide by all rules and regulations of the employer.

Signature

Date