



City of New Philadelphia, Ohio

JOB DESCRIPTION

Division/Department: Water Department

Location: Water Office (City Hall)

Job Title: Data Processor

Reports To: Superintendent of Water Department

Supervises: N/A

Hours: 40 per week, as scheduled by supervisor.

EXEMPT

NON-EXEMPT

BARGAINING

NON-BARGAINING

SUMMARY OF POSITION

Provides customer service to taxpayers and administrative/clerical support to the Water Office.

EDUCATION REQUIREMENTS

- High school diploma or GED, or equivalent training or experience.
- Reasoning:
 - Ability to solve practical problems.
 - Interpret a variety of written and oral instructions.
- Mathematical:
 - Ability to perform ordinary mathematical and algebraic procedures in standard, practical applications.
 - Basic computer skills.

CERTIFICATION AND/OR LICENSURE REQUIREMENTS, KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED.
- Valid Ohio motor vehicle driver's license.
- Proficient in Microsoft Office software applications.
- Ability to continuously reach above shoulder and type on keyboard.
- Ability to frequently bend and twist/turn.
- Ability to occasionally squat/kneel, climb, and work with cold and hot substances.
- Ability to continuously lift up to 10 pounds.
- Ability to occasionally lift 11 to 60 pounds.
- Ability to sit 5.5 hours with break.
- Ability to walk 1.5 hours and stand 1.0 hours with break.

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SPECIFIC DUTIES INCLUDE, BUT ARE NOT LIMITED TO:		
<ul style="list-style-type: none"> • Maintains a shift log and records on the computer. • Processes online billing and all types of water/sewer/sanitation bills. • Checks trial billing and makes necessary corrections (print, tear apart, and mail – including miscellaneous charges). • Collects and processes over-the-counter and mailed deposits. • Handles and processes NSF checks; images bills and checks for deposits; balances daily cash drawer. • Schedules appointments for serviceman and meter installers. • Processes meter changes, final reading, and new applications or changes. • Sends notices and updates report for delinquent accounts. • Completes weekend and month-end reports and sends to the City Auditor. • Responsible for office in absence of water superintendent. • Answers telephone and handles customer complaints. • Records messages and transfers calls to other phones. • Reads utility maps and records and reports inventory. • Orders office supplies and any fixed asset as needed by supervisor. • Processes direct deposit forms to the bank (ACH) by utilizing scanning hardware and software. • Shall take additional courses pertaining to water operations. • Completes typing of correspondence using correct spelling and grammar. • Files all types of documents and performs miscellaneous office duties. • Maintains office environment by keeping it clean and organized. • Can be expected to work at any time and will work shifts, holidays, and weekends, if needed. • Processes online billing and all types of water/sewer/sanitation bills. • Consistently checks and responds to incoming email communication. • Performs other work or duties assigned by supervisor or designee. 		
WORK EXPERIENCE REQUIREMENTS		
<ul style="list-style-type: none"> • Ability to demonstrate good typing skills and perform basic computer operations. • Ability to create and manage spreadsheets and data bases and maintain and evaluate records. • Ability to communicate effectively both orally and in writing in the English language. • Ability to perform all required duties, both mentally and physically. • Ability to maintain working relationship with other workers. • Ability to work independently with self-initiative, and is self-supporting. • Displays discipline and focus in the work environment. 		
REVIEWED BY	Scott A. DeVault	<i>Title: Water Superintendent</i>
APPROVED BY	Ron McAbier	<i>Title: Service Director</i>

The City of New Philadelphia is an Equal Opportunity Employer (EOE), Minority/Female/Veteran/Disabled, offering a great work environment, challenging career opportunities, and competitive compensation.