



Randy Evans, Mayor  
David Swackhammer, Service Director

145 Broadway St. Jackson, Ohio 45640  
(740) 286-2201 cityadministration@jacksonohio.us

## **NOTICE OF JOB BID**

### **DATE**

**The position for one (1) or more Utility Department Specialist  
City of Jackson, Ohio**

**Now open for bid**

**BIDS AND APPLICATIONS ARE BEING ACCEPTED AT THE CITY OF JACKSON  
MEMORIAL BUILDING, 145 BROADWAY STREET, JACKSON, OHIO.**

**THE HOURLY RATE OF PAY FOR A NEW HIRE IS \$18.15 to \$22.69**

### **Position Description**

Job Title: Utility Department Specialist

Normal Working Hours: 8:00am – 4:30pm

This position is supervised by Utility Office Superintendent and/or Operations Manager.

### **General Purpose**

Performs duties necessary and required to provide services to the City's utility customers.

### **Serious Responsibilities**

1. Customer Service/public relations. Answer phone, responds to complaints and answers questions.
2. Accountable for a balanced cash drawer.
3. Maintains all aspects of the OUPS process.



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#### Essential Duties (Including but not limited to)

##### **Customer Facing:**

1. For new applicants, must make sure renter and owner information is entered into the system, copy of contract is scanned and attached to customer account and copy mailed to owner in the renter/owner duplicate situation.
2. Sets up new addresses, new customers, etc. in VIP or current software.
3. Signs customers up for temporary dumpster rental.
4. Receives all payment types; in person or phone and take credit/debit payments, produces a receipt for customer.
5. Must communicate with customers for unpaid final bills to result in payment of bill.
6. Filed deposit cards, applications, senior garbage, snowbird garbage forms.
7. Accepts electric, water and sewer taps, and street bonds.

##### **Inner-Office:**

8. Must be able to use all office equipment or maintenance equipment.
9. Skills to perform manual calculations.
10. Must be able to use Microsoft Office/Excel, VIP Utility Billing or current software in use.
11. Monitors incoming vouchers and credits the customer account when money is received.
12. Writes and closes work orders.
13. Physically archives work orders, office forms, etc.
14. Must be able to process night drop payments and postal mail.
15. Assists superintendent as needed.
16. Issue work orders.
17. Order office supplies.
18. Keeps track of formal water complaints and the city dumpster list.
19. Updates and distributes critical care list.



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### **Field Operations:**

20. Electric and water meter reading.
21. Shut off of water and electric as required.
22. Pull and re-install electric meters.
23. Turn off and lock water meters.
24. Install water meters and turn on service.
25. Inspect water boxes/pits, pumps water meter pits when needed.
26. Knowledge of various water meter types/brands and sizes used by the City.
27. Knowledge of electric meter types and brands.
28. Able to learn meter locations throughout the City.

### **Licenses/Certification**

Valid Ohio Driver's License.

### **Qualifications, Training, Experience and Education**

EDUCATION: High School Education.

EXPERIENCE: Should be knowledgeable, experienced and have the ability to oversee and perform all jobs.

### **Working Conditions**

1. Must be able to bend, squat, walk (sometimes rough terrain), reach, stretch, etc.
2. Must be able to work in all weather conditions.
3. Must work in a fast-paced environment and be accurate.