

Town of Hudson, NH



Section: Finance
Subject: Job Description

Title – Water Utility Clerk	Revision Dates: 05/20/2025
Union- Teamsters 633	
Origination Date: 06/30/1990	Review Frequency: As Needed

A. Accountability

Under the supervision of the Finance Director

B. General Duties & Responsibilities

Carries out a broad spectrum of routine and advanced clerical, administrative, and technical responsibilities within the Water Utility administration.

C. Specific Duties & Responsibilities

1. Serve as primary Customer Service representative to the Water Utility customers.
2. Maintain and update the Water Utility database of all information in customer accounts.
3. Responsible for the preparation of monthly warrants related to water and fire service billing for processing and distribution.
4. Ensure meter reading equipment is properly configured and ready for monthly contractor meter readings.
5. Serve as internal contact person for Municipal Utility Committee, Engineering Department, Sewer Department, and Whitewater.
6. Process Backflow Test reports for accounts to bill customers.
7. Responsible for the accurate processing and reconciliation of all receipts and deposits for the Water Utility.

8. Compile and submit detailed reports on delinquent accounts, including recommended actions, for managerial consideration and follow-up.
9. Perform other duties as assigned.

D. Knowledge, Skills & Abilities

1. Knowledge of accounting principles and practices.
2. Experience with Microsoft Office and Excel. Experience in using office equipment required.
3. Knowledge of department rules, regulations, standard operating procedures, directives, and written policies as they relate to the duties and responsibilities of the position.
4. Strong math skills, ability to make change, and the ability to hand cash and point-of-sale (POS) system.
5. Ability to communicate effectively in oral and written form.

E. Minimum Qualifications

1. High School graduate (or certified equivalency) with a minimum of 2 years related experience, or a combined aggregate of related training, experience, and education.
2. Must undergo and pass a background check and credit check
3. Must complete a probationary period of 6 months

F. Abilities

1. Able to communicate effectively and coherently by having adequate corrected hearing to understand normal and loud conversations of one or more individuals in person, or to hear conversations over a telephone.
2. Possess sufficient corrected vision to see monitors and the ability to distinguish colors and read.
3. Able to climb stairs, open file drawers, desk drawers, or doors; activate copier, and computer printers; type; turn pages; and carry/hold documentation, laptops, monitors, personal computers or their peripheral devices. Ability to carry personal computer or its peripheral devices up and down stairs.