

ROLLA MUNICIPAL UTILITIES

102 West 9th Street
PO Box 767
Rolla, MO 65402-0767

Job Title: **Utility Administrative Clerk**
Date: July 14, 2026

Grade Level: 11
FLSA: Full-time, Non-Exempt

GENERAL PURPOSE

This work involves the coordination of new customer accounts, utility bills, meter readings and administrative duties assigned by management and RMU Supervisors.

SUPERVISION RECEIVED

The Utility Administrative Clerk works under the supervision of the Customer Service/Billing Supervisor and/or Business Manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

Set up new customer accounts, transfer customer accounts and finalize customer services.

Assume responsibility for the preparation of all utility bills.

Cancel and rebill any incorrect billing.

Preparation of customer records for billing by using electronic meter reading equipment.

Upload and download meter reading equipment and create billing reports.

Identify and correct questionable or abnormal meter readings.

Identify faulty meters based on prepared reports and available information.

Must have the ability to locate electric and water meters.

Will assume responsibility for manually reading meters

Read electric and water meters that are skipped or misread by the electronic meter reading equipment.

Prepare service orders and complete basic service orders.

Complete and/or assist with meter audits.

Conduct various surveys as directed by Management.

Maintain employee information listings for distribution.

Daily mail pickup and bank deposits.

Coordinate the ordering of supplies.

This position will be responsible for coverage of other positions within RMU as required.

PERIPHERAL DUTIES

Attend staff safety meetings as scheduled.

Have basic computer skills and knowledge of applicable computer programs used by the UTILITY.

Performs related work and other assigned duties as required.

JOB CONTEXT

The Utility Administrative Clerk is a regular full-time position. The stress level for this position is moderate to high. Approximately 80% of the work for this position is indoors with 20% being performed outdoors.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. Graduation from an accredited High School or successful completion of a GED examination.
- B. Applicants must possess or be capable of acquiring within four (4) weeks, a Missouri Class E License.

Necessary Knowledge, Skills and Abilities:

- A. Considerable ability in oral and written communication;
- B. Considerable ability to establish and maintain effective working relationships with peers, management, vendors, and the public;
- C. Ability to understand and follow complex oral and written instructions; ability to critically analyze process problems and to use sound judgment in arriving at an effective and appropriate solution;
- D. Ability to keep accurate records and prepare routine reports from such records.

SPECIAL REQUIREMENTS

Must be of good moral character, temperament, and industrious habits, able to effectively deal with the public, able to communicate effectively verbally and in writing, and able to handle stressful situations.

Must be a resident of the U.S.A. and legally authorized to perform work in the U.S.A.

Must be able to read and write the English language.

Must be able to pass pre-employment drug test(s) and pre-employment physical(s) by RMU's physician.

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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle or feel, reach with hand and arms, climb or balance, smell, talk and hear. The employee required to climb, stoop, kneel crouch, and/or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works inside in an office environment and outside in all weather conditions.

The employee occasionally works in precarious places and is occasionally exposed to fumes, airborne particles, risk of electrical shock, and vibration.

The noise level in the work environment is occasionally loud.