



Job Title: Water/Sewer Clerk, Administrative Assistant, Clerk of Council

Location: Thornville, Ohio

Employment Type: Full-Time, Non-Exempt (Flexible Schedule)

Salary Range: \$15.00–\$22.00 per hour (based on experience and qualifications)

Reports To: Village Administrator & Village Council

Application Deadline: Open Until Filled

Hours: Flexible; includes evening meetings on the 2nd and 4th Monday each month.

About the Role

The Village of Thornville is hiring a multi-skilled professional to serve in a hybrid role supporting utility billing, municipal administration, and Village Council operations. As the first point of contact for the Village, this position is the public face of Village Hall. Answering phones, greeting walk-ins, handling resident inquiries, and ensuring a welcoming and helpful environment. The ideal candidate must be friendly, approachable, and patient, with a consistently sunny disposition and a willingness to assist residents, contractors, and the general public with professionalism and care.

Workload and pace vary day-to-day, but attention to detail, reliability, and excellent customer service are essential. This role blends routine administrative duties with municipal support work and evening meeting responsibilities.

Key Responsibilities

- **Water/Sewer Clerk Functions:**
 - Prepare, print, and mail monthly utility bills; post meter readings and reconcile billing data.
 - Accept, post, and deposit daily water/sewer payments.
 - Maintain utility records and prepare monthly, delinquent, and penalty reports.
 - Handle customer service for billing inquiries, new accounts, transfers, final readings, and refunds.
- **Administrative Assistant Functions:**
 - Answer phones, greet visitors, and distribute mail.
 - Maintain records and order supplies.
 - Prepare deposits and reports for the Fiscal Officer.
 - Track zoning permits and shelter house bookings.
 - Support annual updates to contingency and asset plans.
 - Serve as the Village's Public Records Clerk by organizing, maintaining, and retrieving public records, process public records requests in compliance with Ohio Public records laws.
 - Supports Village administrator with secretarial and delegated administrative work.
- **Clerk of Council Functions:**
 - Takes minutes at Council meetings for transcription, review and approval by Council at following meetings; submits to Council members for review prior to next meetings.
 - Performs typing and word processing of correspondence, reports, proclamations and other material often containing sensitive or confidential information from oral instructions, copy or taped dictation; types Village Annual Report, letters, notices and other material when necessary.

- Posts and maintains records and permanent files of ordinances and resolutions adopted by Council; obtains information by letters and personal inquiries; maintains and revises filing system.
- Prepares Council agenda in coordination with Mayor, Administrator & Council; prepares and distributes agenda packets, public notices, and other materials.
- Serves as Record Retention chairperson; prepares schedule for and report of documents destroyed; destroys old files and documents.

Minimum Qualifications

High School Diploma or GED, two or more years' experience in admin, clerical, accounting or customer facing roles. Must be bondable.

Desired Skills & Experience:

- Previous municipal experience a plus
- Knowledge of utility billing and public records practices.
- Proficiency with Microsoft Office and ability to learn billing software.
- Strong written and verbal communication skills.
- Excellent public interaction skills.
- Experience with cash handling and reconciliations
- Organized, self-motivated, and able to work independently
- Familiarity with public records management systems and retention schedules.
- Ability to process public records requests accurately and in compliance with Ohio laws.
- Strong organizational skills for maintaining both digital and physical filing systems.
- Friendly, helpful attitude; this is the Village's most visible position.

Work Schedule & Compensation

This is a full-time, non-exempt position, with a pay range of \$15.00 to \$22.00 per hour, depending on experience and qualifications. Evening meeting attendance is required on the 2nd and 4th Monday of each month.

Benefits include 11 paid holidays, 3 floating personal days, vacation after one year of service, clothing allowance, and Village-paid 75% of the employee health insurance premium.

How to Apply

To apply, complete employment application and submit along with your resume and a brief cover letter outlining your relevant experience and certifications to: Village Administrator: Melissa Brofford via email to administrator@thornville.gov or dropped off to Village Offices 1 South Main Street, P.O. Box 670, Thornville, OH 43076

The Village of Thornville is an Equal Opportunity Employer.