

## Enhancing the Skills and Knowledge of Utility Clerks of Small Utilities

Would you like to have a deeper understanding of the task expected of you and be able to build on the knowledge and skills that you may already have? We invite you to join us for this training workshop where we plan to dive into foundational duties and tasks that utility clerks are responsible for. This workshop will grant insight for those who are new to their role as a utility clerk, but also offer the opportunity for those with experience to gain enlightenment.

Utility clerks are tasked with many responsibilities and the goal of this training is to help build the skills and knowledge needed to perform those duties effectively and with confidence. In order for our small utilities to provide quality service to their customers, our office staff need to be prepared and equipped with tools that enable them to perform the necessary tasks that aides in the management and sustainability of the utility.

In this workshop participants will gain insight on:

- The administrative responsibilities that utility clerks perform
- The board duties that utility clerks fulfill
- The clerk's responsibility of financial management
- The importance of a clerk's role in public relations

We will be using the Go To Training (GTT) virtual platform to present this workshop.

Attendees will participate through a pre and post-test, polls, and interactive exercises.

### **Schedule:**

9:00 – 9:10	Introductions
9:10 - 9:30	Pre-test
9:30 – 9:45	Administrative Responsibilities
9:45 – 9:55	Time Management
9:55 -10:00	Maintaining Records & Planning documents
10:00 – 10:15	Understanding Policies & Procedures
10:15 – 10:30	Financial Policies & Internal Controls
10:30 – 10:40	Board Duties

10:40 – 11:00	Board Meetings
11:00– 11:20	Financial Management
11:20 – 11:30	Chart of Accounts
11:30 – 11:40	Financial Statements & Reporting
11:40 – 11:50	Public Relations
11:50 – 12:00	Post-test