



JOB TITLE: Administrative Clerk

GEN/5

DEPARTMENT: General Government

JOB SUMMARY: This position shares responsibility in customer service for receiving and processing utility bill payments and performing clerical and administrative duties in support of needs and demands.

MAJOR DUTIES:

- Greets visitors and the general public; provides information and directions as requested.
- Answers, operates, and maintains a multi-line switchboard; answers telephones, routes calls, and takes messages, answers questions; retrieves and forwards incoming faxes and emails to the appropriate departments.
- Types correspondence, reports, and documents as requested.
- Carries outgoing mail to the U.S. Post Office; retrieves incoming city mail from same; sorts and distributes incoming mail.
- Receives and processes payments received from customers at the counter and by mail; applies payments, late fees, and charges to the proper accounts on computer.
- Balances monies received daily, including locating and resolving any discrepancies and preparing daily activity report; prepares bank deposits.
- Files and retrieves materials and data from department computerized and manual filing systems; maintains department's Sharepoint filing system and scanned documents.
- Assists customers with questions and complaints regarding utility bills and city services; escalates if unable to resolve.
- Prepares work orders to have services turned on or off, meters re-read or repaired, and for new utility connection requests; dispatches utility workers.
- Responds to inquiries related to the historical cemetery; maintains all burial records, maps, and other historical information related to the cemetery.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

- Knowledge of city policies and procedures.
- Knowledge of modern office practices and procedures including cash collection and handling.
- Skill in completing cashiering functions accurately.
- Skill in operating such office equipment as a personal computer, facsimile machine, copier, calculator, typewriter.
- Skill in filing and maintaining city records.
- Skill in performing basic mathematical calculations.
- Skill in oral and written communication and interpersonal relations.
- Skill in utilizing computer software to generate complex reports and retrieve customer data.
- Ability to maintain confidentiality of customer information.
- Ability to perform duties with diplomacy, integrity, and impartiality.

SUPERVISORY CONTROLS: The City Clerk/Treasurer assigns work in terms of general instructions. The City Clerk/Treasurer spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include city policies and procedures and general cashiering practices. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY: The work consists of related cashiering and clerical duties. Frequent interruptions contribute to the complexity of the work.

SCOPE AND EFFECT: The purposes of this position are to greet customers by phone and in person and address their questions/requests; to accept and apply utility payments and fees, court fines, and rental fees to the appropriate accounts; and maintain electronic documents on the city's Sharepoint site. Successful performance helps ensure public satisfaction with the services provided by the city and the integrity of city accounts and functions.

PERSONAL CONTACTS: Contacts are typically with co-workers, other city employees, elected officials, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to collect fees, fines, and usage fees; give and exchange information; provide services; and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship or internship or having had a similar position for at least one year.
- Ability to become a notary public within first six months of employment.
- Knowledge of or ability to learn Microsoft Office 365 applications including Outlook, Word, Excel and Sharepoint.