

## **Job Description**

### **Customer Service Clerk**

This is a highly skilled position in a fast-paced office environment. The ideal candidate will possess excellent interpersonal skills, maintain a positive and professional attitude, and demonstrate a strong willingness to learn through hands-on training. The ability to communicate effectively, adapt quickly, and provide exceptional customer service while working collaboratively with staff and the public is essential.

This position requires multiple skills including proficiency in Microsoft Word suite of Office products, knowledge of and proficiency of basic skills. Extensive public interaction.

Position reports directly to the City Clerk and/or their designated representative.

### **Duties:**

- \*Maintain strict confidentiality in performing the duties of the City Clerk's office.
  - \* Provides administrative backup for the Utility Billing Clerk on monthly utility billing/ customer questions
- \*Handles all residential permitting and assisting customers with all permits and questions
- \* Provides back up and any assistance for Assistant City Clerk, City Clerk
  - \* Collects and processes payments, including cash receipts, online payments and reconciles to the bills.
  - \* Handles cash receipts, fines, building permits and business license fees.
  - \* Balances cash drawer, completes reports, deposit slips and coordinates daily deposit.
  - \* Ensures that funds collected are credited to the proper account and prepares and accounts for work accordingly with the city clerk.
  - \* Receives and process utility applications, completes on line credit check for deposits, and issues work orders for connection/disconnection/reconnection of service.
  - \* Handles administrative processing of building permits and business licenses.
  - \* Picks up and opens mail daily from the local post office.
  - \* Processes mail payments received daily and ensures that funds are applied to the proper account.
  - \* Receives and processes customer requests for new service, connections, disconnections and transfers.
  - \* Prepares work orders for utilities request/Public works request.
  - \* Provides administrative support when needed, for scheduling meetings, preparing minutes, or posting notices.
  - \* Answer phones
- \* Assist and follow through to completion any assigned duties in specified timeframe as requested by superiors and all work associates
  - \* Process open records request.
  - \* Ability to analyze data information quickly for resolution.
- \*Handles all aspects of cash receipts as they pertain to court fines and fees and keeps files of the corresponding paperwork. Always making sure the City Court Clerk is given the documents for their files

## **QUALIFICATIONS:**

- \*Graduation for high school or possession of a GED.
- \*Two or more years of experience in cash handling environment
- \*Ability to use and understand Microsoft Office, Word, Excel.
- \*Filing and Record Keeping
- \*Cash handling and accounting.
- \*Experienced in handling a fast paced, customer oriented environment.
- \*Ability to use computer technology efficiently and accuracy.
- \*Ability to communicate clearly and effectively, orally and in writing.
- \*Ability to establish and maintain effective working relationships with city employees, vendors and the general public.
- \*Ability to understand and follow oral and written instructions.
- \*Ability to handle confidential matters with discretion.
- \*Ability to pass the mandatory City Clerk Certification.

### **Desirable Skills:**

Advanced Accounting Skills or any equivalent combination of education and experience.

Customer service skills

Software experience

Cash handling experience