

CITY OF MARQUETTE
Job Description

POSITION TITLE: Customer Account Clerk/Cashier

REPORTS TO City Treasurer

EFFECTIVE DATE: January 20, 2015

JOB CLASS CODE: Non Exempt / City Hall Bargaining Unit

POSITION SUMMARY

Assists in the receipt of city revenues. Answers related customer inquiries, obtains information regarding customer accounts and maintains records. Calculates billing amounts, handles delinquent accounts, negotiates partial payments, and issues shut-off orders for bills and deposits. Assists with processing parking tickets, coordinates unpaid civil infraction citations with issuing department, and administers the solid waste permitting process. Maintains Central Supply for office supplies. Prepares summary reports.

Routine duties are performed with some independence according to established procedures and practices. Supervisor makes work assignments, advises on unusual work situations, and checks projects in progress and/or upon completion.

ESSENTIAL DUTIES

An employee in this position may be called upon to do any or all of the following:

- Greet customers upon entering office, answer telephone, respond to inquiries, complaints and messages in a courteous and confidential manner.
- Daily balancing and bank deposits.
- Receive and process all payments, invoices and monthly bills.
- Process customer changes and authorize adjustments as appropriate.
- Prepare and process work orders, lawn meter applications and contacts service workers.
- Receive, record, and process deposits.
- Handle delinquent accounts, negotiate partial payments according to demonstrated need, forward appropriate documents to District Court, and issue shut-off orders for bills and deposits.
- Maintain related records and summary reports.
- Type forms, notices, records, reports and correspondence.
- Maintain files in manageable and assessable condition.
- Assists in property tax preparation.
- Understand and communicate information to the public, other offices and outside agencies.
- Maintain a variety of department records.
- Assist in utility billing processes.

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- Assist in parking ticket statement preparation.
- Administer and maintain the solid waste permitting process following established procedures.
- Maintain Central Supply and fill departmental requests for office supplies.
- Process outgoing mail on a daily basis.
- Cross-train with other clerical positions within the Finance Department.

NON-ESSENTIAL DUTIES

- Performs other related functions as assigned.

MATERIALS AND EQUIPMENT USED

- Standard computer software including word processing, data base and spreadsheet packages.
- Standard office equipment to perform clerical tasks such as computer, calculator, typewriter, fax machine, copier, telephone and various printers.

MINIMUM QUALIFICATIONS REQUIRED

- Knowledge of basic office procedures and record keeping procedures with emphasis on dealing with cash transactions.
- General knowledge of financial accounting.
- Knowledge of spreadsheet and word processing software.
- Basic typing (45 words per minute), computer data entry (7,900 keystrokes per hour) and phone skills.
- Ability to work accurately with interruptions and while under pressure.
- Must handle significant amounts of cash at a fast pace.
- Sound judgment and skill in problem solving.
- Skill in establishing and maintaining effective working relationships with supervisor, co-workers and the public.
- Required training includes a high school diploma or the equivalent, supplemented by courses in accounting, typing and other business subjects. Bachelor's degree in accounting preferred.
- One year clerical/banking experience, with some public contact.

PHYSICAL DEMANDS

- Lifting 20 lbs maximum with frequent lifting and/or carrying of objects weighing up to 10 lbs.
- Frequent standing, walking and sitting.
- Occasional driving.
- Must be capable of using hand(s)/feet for repetitive single grasping, fine manipulation, pushing, pulling and operating controls.
- Frequent bending, twisting and reaching.
- Occasional squatting and climbing.
- Ability to communicate orally in a clear manner.

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- Ability to distinguish sounds at various frequencies and volumes.
- Ability to distinguish people or objects at varied distances under a variety of light conditions.
- Ability to withstand various noise levels and noise changes in the work environment.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this job description.

Approved by:

Department Head Date

Director of Administrative Services Date