

## **OFFICE CLERK JOB DESCRIPTION**

<b>Position Title:</b>	Office Clerk	<b>Reports To:</b>	City Recorder
<b>FLSA Status</b>	Non-Exempt	<b>Department:</b>	General Government Office
<b>Revision Date(s)</b>	November 2024	<b>EEO Class</b>	Administrative Support

**JOB SUMMARY:** This position works in a team environment providing a variety of administrative support services and is primarily responsible for the collection and recording of all payments made to the city for services, property and business taxes, court fines, and miscellaneous receipts. The employee is accountable for the funds they collect. The employee will operate a computer, typewriter, fax machine, validating machine, adding machine, copier, and other modern office equipment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. *Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

### **GENERAL FUNCTIONS, PAYMENTS, AND COLLECTIONS for CITY SERVICES:**

- Greets customers at city hall and via phone;
- Communicates with administration, city recorder, city administrator, and public in relation to performance of duties;
- Receives and processes variety of city forms, permits, service requests, tax information, and business licenses;
- Checks own work for accuracy and errors;
- Follows established standard operating procedures for office functions;
- Receives and enters all payments made to the city;
- Process service tickets, and coordinates connects, disconnects, re-reads, meter changes, brush pickups, etc.;
- Balances cash drawers and process payment/receipting reports daily;
- Ensure citizen forms and applications are complete and accurate;
- Creates and closes all work orders for connects, disconnects, meter changes, meter re-reads, and brush pickup, etc.;
- Maintains cross-training on variety of functional capabilities;
- Loads and unloads handheld meter data for billing;
- Checks meter reading reports for accuracy;
- Creates customer bank draft prenotes;
- Produces and checks a variety of monthly reports related to various city services;
- Processes utility billing and adjustments and manages customer utility accounts for accuracy;
- Assists in reviewing coworker self-checks for accuracy;
- Manage trash can inventory records;
- Perform daily backup on computer-stored records;
- Serves as receptionist as needed in directing calls and inquiries;
- Acts as the service hub for all departments;
- Performs other related duties as assigned.

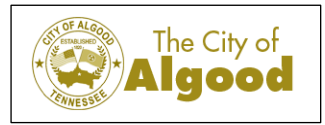
**QUALIFICATION REQUIREMENTS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### Knowledge of:

- General recordkeeping and document preservation practices;
- Application of database reporting, calendar, and scheduling software;
- Web and direct inquiry user interface software;
- Administrative and clerical, and office procedures, methods, and equipment;

#### Skill in:

- Microsoft Office Suite (intermediate), word processing, and accounting basics;
- Data entry and 10-key calculation;
- Phone, email, and other forms of electronic communications;
- Organizing and problem solving on a day-to-day scale;



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- Working effectively with minimum supervision;
- Communicating effectively with elected and appointed officials, citizens, and state regulatory agencies;
- Providing excellent customer service and dealing with complex and stressful situations;
- Dealing professionally with complaints and escalating situations using active listening;
- Performing multiple tasks simultaneously with accuracy and completion;
- Balancing own workload.

Ability to:

- Communicate effectively both verbally and in writing with elected and appointed officials, citizens, and state regulatory agencies;
- Read and listen with understanding;
- Learn and accurately use applicable computer programs/software and office equipment specialized to the job;
- Learn processes related to specialized functions of city government;
- Learn general accounting or bookkeeping procedures;
- Perform mathematical computations accurately and quickly;
- Maintain confidentiality and handle sensitive documents in accordance with best practices and regulations;
- Work within deadlines with frequent interruptions.

Other characteristics:

- Must have strong work ethic and excellent work and attendance records;
- Must work well with others.

**EDUCATION and/or EXPERIENCE:**

- High school diploma or GED/HiSET, course work or 1 or more years' experience in business, accounting and/or finance preferred;
- Experience in a modern office using Microsoft Office Suite, a 10 key calculator, and performing data entry and receipts of cash -- cashier or bank teller or similar experience is preferred;
- Experience in handling information and data in accounting, accounts payable, and/or accounts receivable processes and procedures;
- Must have an excellent work and attendance record.

**LICENSES & CERTIFICATIONS:** Valid driver's license.

**PHYSICAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee is regularly required to see, talk, and hear and perform the physical activities marked below.

Activity		Check 1 column for Frequency of Occurrence		
		Occasionally < 1/3 of the time	Frequently 1/3–2/3 of the time	Regularly >2/3 of the time
Check Applicable Activities				
X	Standing		X	
X	Walking	X		
X	Climbing: Stairs &/or Ladders	X		
X	Sitting			X
X	Balancing	X		
X	Bending/Stooping/Kneeling	X		
X	Twisting		X	
X	Squatting	X		
X	Grasping/Squeezing			X
X	Repetitive movements w/hands			X
X	Reaching/working overhead	X		
X	Lift &/or carry up to 25 lbs.	X		

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<input checked="" type="checkbox"/>	Push &/or pull up to 25 lbs.	<input checked="" type="checkbox"/>		
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**WORK ENVIRONMENT:** *The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is in an office environment, temperature controlled, well-lit with low noise levels; mental environment requires periods of focus and attention to detail, ability to work with multiple distractions, and solve problems that emerge.

**Job Description Acknowledgment:** I understand that ***this job description is not a contract of employment*** between the City of Algood and me. Also, I understand that my duties may not be limited to those duties written in the job description, and that the City of Algood may assign other duties as needed. I have received a copy of the job description, have read it, and understand the essential functions of the role. By signing below, I acknowledge that I can perform the essential functions of the job as it is described in the job description above.

**Employee Name (Please Print):** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Employee Signature:** \_\_\_\_\_