

TOWN OF DUNDEE

DEPARTMENT OF HUMAN RESOURCES

Position Description

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| POSITION TITLE: | Customer Service Clerk |
| DEPARTMENT: | Finance Department |
| REPORTS TO: | Utility Customer Service Supervisor |
| SALARY RANGE: | \$13.00 - \$15.00/HR |
| HOURS PER WEEK: | 40 hours |
| EXEMPT STATUS: | Non-Exempt |
| BENEFIT ELIGIBILITY: | Full Benefits |

JOB SUMMARY

Under general supervision of the Utility Billing & Customer Service Supervisor and Building Department, performs work of moderate difficulty in the recording and processing of financial and related data and processing building department documents and related data calling for the exercise of judgment in completing a variety of clerical work.

ESSENTIAL DUTIES

1. Performs receptionist work and/or counter duties of moderate difficulty answering inquiries of walk-in individuals or phone calls, which involves assisting them with completion of forms, accepting payments, answering inquiries and explaining department and town procedures, or referring inquiries to the proper official or department.
2. Enters daily payments, citations and adjusts for overpayments. Issue refunds, track the status of multiple tickets for customers, opens and maintains accounts for monthly utility customers and processes fees. Maintains utility usage reports.
3. Performs building department requirement documents as the process dictates.
4. Performs data entry, prepares regular reports, spreadsheets, and invoices. Prepares correspondence, reports, memos, permits, statements, forms from handwritten drafts or oral instruction, which may involve some judgment regarding the information included and format used. Prepares breakdowns of invoices and calculates and invoices customers as needed. Performs general record keeping and filing. Handles routine work assignments independently.
5. Initiates collection of non-sufficient funds; maintains and updates records.
6. Conducts Lien Searches.
7. Assists other clerical staff with assignments of moderate difficulty. Research information from various sources and combines data for typing or for presentation to inquiries, enters data into or searches for information on a computer terminal.
8. Support and fill in for Accounts Payable when necessary.
9. Miscellaneous clerical duties assigned by supervisor.

MINIMUM QUALIFICATIONS

Education & Experience:

- High school diploma or equivalent.

TOWN OF DUNDEE

DEPARTMENT OF HUMAN RESOURCES

- Successful completion of one year post high school technical training in accounting, bookkeeping or related field.
- Two or more years' experience with emphasis in customer service and accounting or bookkeeping related duties (Preferred)

A combination of equivalent experience and/or education may be considered.

KNOWLEDGE, SKILLS & ABILITIES

- Proficient knowledge of basic bookkeeping practices and procedures; good knowledge of basic office procedures. Working knowledge of business English, spelling, punctuation and grammar. Working knowledge of business letter forms; working knowledge of general filing procedures.
- Skill and ability to operate a variety of office machines. Proficient skill in performing mathematical computations rapidly and accurately.
- Ability to work independently. Ability to accurately count funds and make change. Ability to perform data entry and proficiently utilize a computer and the required software. Ability to understand fairly complex oral and written instructions. Ability to establish and maintain effective working relationships with staff and the public. Ability to work the required hours of the position.

May be required to demonstrate minimum competency by successfully passing approved tests.

OTHER REQUIREMENTS

Ability to perform the following activities:

- Lifting and carrying up to 10-20 pounds.
- Frequent standing, walking, sitting.
- Ability to focus for long periods of time on projects.
- Ability to reach, stoop and lift.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements.