

CITY OF COLUMBIA FALLS

POSITION DESCRIPTION

MAY 2009

POSITION: Deputy Clerk/Cashier/Accounts Payable

DEPARTMENT: Finance and Administration

ACCOUNTABLE TO: Director of Finance and Administration/City Clerk

SUMMARY OF WORK: Non-exempt position which under general supervision provides essential customer service. Position is often the first public contact person for the city. Collects and receipts water and sewer utility payments and other monies received by the city. Answers citizen questions at walk-up window and by telephone. Processes claims for payment, including matching supporting documentation and keying into the computer, prepares claims and reports for review by Finance Director. Maintains inventory of office supplies and purchases all office supplies for city-wide use. Performs Deputy Clerk duties as assigned.

NATURE OF WORK: This position performs routine and technical clerical and accounting duties requiring attention to accuracy detail and timeliness. Must be able to work with frequent interruptions. May deal with stress of deadlines and upset or angry people, often requiring tact and diplomacy. Maintains confidentiality of sensitive information. Must be self-motivated to complete tasks.

PERSONAL CONTACTS: Constant contact with the public. Daily contact with various City personnel.

SUPERVISION EXERCISED: None.

ESSENTIAL JOB FUNCTIONS: Position requires ability to: communicate orally and in writing; speak in a clear voice; calculate and operate a computer, cash register and other office machines; work independently and as part of a customer service team. **Physical Requirements:** Ability to get up and down from sitting to standing; bending; stooping; manual dexterity; lift up to 25 lbs. (greater with assistance); able to perform multiple tasks simultaneously. Must be able to perform the job duties with reasonable accommodation.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

- ◆ Serves as cashier including receipting of utility payments, permits, pool receipts and various other payments. Codes all receipts for accounting purposes. Submits daily report to Finance Director.
- ◆ Prepares daily bank deposits.

- ◆ Receives public and staff and answers questions on utility billing, permitting, and other routine functions of the city government and refers, as necessary to appropriate persons.
- ◆ Answers central telephone system and transfers calls as necessary.
- ◆ Assists Pool Manager with lesson schedules, sign-ups, pool and pass sales and City employee list.
- ◆ Prepares annual pool activity report.
- ◆ Schedules park use and issues park use permits and collects fees. Gets Finance Director or City Manager approval if necessary.
- ◆ Assists utility billing clerk with work order processing and other customer services.
- ◆ Schedules appointments and takes messages for the City Manager, Mayor and others as needed.
- ◆ Maintains office supply inventory and purchases supplies at the best pricing.
- ◆ Maintains City contract files.
- ◆ Assists Finance Director/City Clerk with multiple tasks.
- ◆ Performs a wide variety of other duties as assigned.

Peripheral Duties:

- ◆ Cross-trained to provide backup assistance within the Finance Department as necessary.
- ◆ Deputy Clerk duties as assigned.

JOB REQUIREMENTS:

Knowledge: This position requires a knowledge of cashiering, customer service, computers, electronic data processing, and cash registers; modern office practices and procedures; basic accounting principles and practices.

Skills: This position requires skills in customer service, cashiering, bookkeeping, accurate and timely data entry, operating a computer and office machines, and dealing with multiple job duties.

Abilities: This position requires the ability to: maintain confidentiality of information; deal with stressful situations and numerous interruptions; pay attention to accuracy and timeliness; work independently and as part of a customer service team; prioritize, schedule and organize projects; following city and state regulations and procedures, communicate effectively orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, and the public.

EDUCATION AND EXPERIENCE:

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma.
- Two (2) or more years of college business classes preferred.
- Two (2) years of related office experience including, customer service/working with public preferred, bookkeeping, cashiering, and computers (word processing and spreadsheets software).
- Must be bondable.

-Notary Public preferred.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- ◆ Competently serves as cashier including receipting and coding of utility payments, permits, and various other payments.
- ◆ Competently serves as accounts payable clerk, including processing and coding of payments and claims.
- ◆ Prepares all necessary reports, as requested, in a timely and accurate manner.
- ◆ Deals tactfully and courteously with the public.
- ◆ Effectively answers public and city staff questions.
- ◆ Effectively directs public and others with questions to the appropriate person in the City.
- ◆ Meets deadlines, is accurate and efficient.
- ◆ Capably manages the office supply inventory.
- ◆ Competently maintains the contract file.
- ◆ Capably handles listed peripheral duties.