

TOWN OF FRIDAY HARBOR**POSITION DESCRIPTION**

TITLE:	Customer Service Clerk	October 2018
DEPARTMENT:	Finance	
CLASSIFICATION:	Clerk I	
REPRESENTATION:	Union	FLSA: Non-exempt

NATURE OF WORK

The Customer Service Clerk (CSC) is the Town’s head cashier; receptionist; and primary customer service representative via phones, email, and in person contact. The CSC is responsible for performing varied financial and clerical duties for the Finance Department. The variety of clerical work requires independent judgment and a full knowledge of office procedures, including proficiency in composing correspondence and maintaining record keeping systems.

The CSC position is distinguished by the recurring nature of the work, the variety and responsibility of tasks, and the requirement for understanding the interrelationships of various procedures associated with the work. Some tasks require knowledge in operating MS Office Suite and Adobe software along with common office equipment. Work is primarily independent.

ESSENTIAL DUTIES AND RESPONSIBILITIES (included but not limited to the following):

- **CASH RECEIPTING**—Receive, process and record payments daily for Town transactions, i.e. utility and financial payments, building permits, planning fees and miscellaneous other payments pursuant to cash receipting policy. Balance and close register at end of day. Produce daily bank deposits. Prepare audit reports.
- **UTILITY BILLING**—Respond to customers’ utility questions regarding charges, payments, history, complaints, and account contact updates. Process service change orders and duplicate billing requests. Enter daily pickup data for manual refuse, yard waste, and recycle in the utility billing software. Download and upload handheld devices. Audit information received from handhelds for accuracy. Audit water use to identify faulty meters and water leaks. Works and follows up with field crew in regards to checking leaks, verifying meter readings, etc. Assists with delinquency, red-tag, and utility shut-off procedures.
- **CUSTOMER SERVICE/CORRESPONDENCE**— Responsible for being the Town’s first point of contact. Responsible for answering the main phone lines and receptionist duties. Provides online payment system computer assistance and customer service via phone, email and/or in person.
- **ADMINISTRATIVE ASSISTANCE**—provides overall support for Finance department, including but not limited to informational flyers, form development, labels, correspondence, organizational assistance and enhancing of financial reports, etc. Website coordinator for Finance department.

OTHER JOB FUNCTIONS

Maintain functional file of issued and pending business licenses. Assist with other duties related to business licenses as needed. Process outgoing mail daily. Maintain postal and copy machines. Monitor office supplies for Finance department. Notify maintenance personnel in writing, by radio and/or by phone of any maintenance problems reported to Town Hall. File. Backup other positions as needed. Perform other duties as required or assigned.

SUPERVISION RECEIVED & EXERCISED

Supervision received from Town Treasurer/Finance Director. Assistant Finance Director will supervise in the absence of the Finance Director. This position has no supervisory responsibilities.

WORKING CONDITIONS

Location: Town Hall Business Office

Work period: 8:00 AM to 4:30 PM Monday through Friday

Occasional overtime may be necessary

EXPERIENCE AND TRAINING

This position is often the first or only contact with Town Hall and therefore a social and friendly personality is preferred. High school diploma or GED and any combination of education and experience with administrative services which would provide the applicant with the desired knowledge, skills and abilities required to perform the job. Preference given to those with previous municipal experience. Experience with in-person and telephone customer service procedures, computer spreadsheet and word processing operations, and modern office practices, procedures, systems, and equipment.

Ability to:

- Demonstrate knowledge with MS Office Suite software, and become proficient with job-related software; and maintain written and computer-generated records
- Demonstrate proficiency in operating computer equipment, 10-key calculator, and other office machines
- Demonstrate bookkeeping fundamentals and procedures, as well as competence in the English language including composition, spelling and grammar.
- Work accurately in a hectic work environment while handling multiple tasks and paying attention to detail
- Prioritize work, accommodate interruptions, and meet deadlines
- Understand, communicate and follow oral and written instructions
- Establish and maintain effective interpersonal relationships at all organizational levels and with the public
- Attend work regularly and arrive punctually to work prepared to serve the public
- Work independently with little supervision
- Maintain confidentiality
- Physically perform essential job duties

TOOLS AND EQUIPMENT USED

Personal computer, including MS Office software; central financial computer; 10-key calculator, phone, copy machine, fax machine, and postal machine.

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk and climb stairs, to use hands to operate, finger, handle or feel objects, tools, or controls, to reach with hands and arms, and to stoop, kneel, crouch or crawl. The

employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SELECTION GUIDELINES:

Formal application, rating of education and experience. Oral interview and reference check. Job related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

NOTICES:

The Town of Friday Harbor will utilize the first 6 months of employment as an extension of the selection process.

The Town of Friday Harbor is an equal opportunity employer and assures equal employment regardless of race, creed, color, ethnicity, national origin, sex, age, marital status, or presence of any sensory, mental or physical disability.

Verification of identity and United States work authorization must be completed before employment commences as required by the Immigration Reform and Control Act.

The Town of Friday Harbor has a no smoking policy in all Town facilities and Town vehicles.