JOB DESCRIPTION

Title: **TREASURER'S CLERK/CSR**
Department: Finance & Administration
Class Code: 6555
FLSA Status: Non-Exempt
Effective Date: July l, 2001 (Rev. 03/2012)

GENERAL PURPOSE

Under general supervision from the City Treasurer is responsible for proper receipting of all monies submitted to the treasurer's office.

EXAMPLE OF DUTIES

*--   Receives all public funds and monies payable to the City, including all taxes, licenses, fines, utility payments, inter government revenues and special assessments, and prepares deposits in the appropriate accounts.

*--   Provides a receipt to every person paying monies to the City Treasurer, including the date of payment and the account paid on. A duplication receipt or summary report shall be filed with the accounting office.

*--   Properly uses AS400 system and the HTE software package or other future systems for proper receipting of all monies and reports.

*--   Greets and directs visitors to the division they are seeking.

*--   Receives, records, collects, deposits and coordinates with all City Departments returned checks, credit cards/debit cards and EFT 's in the Treasurer's Office; sends demand letters and works with collection company to collect final payment.

*--   Assists the public in signing up for new utility services using various applications, such as Utility Service Agreements, Electronic Funds Transfer, Equal Payment and Landlord Agreements.

*--   Provides information over the counter, telephone and e-mail to the public regarding utility billing inquiries, complaints, sign-ups, shut offs, and advises customers on new construction procedures as related to other departments.

*--   Provides back up support for City Treasurer in his or her absence.

*-- Assists with collections of delinquent residential and commercial utility accounts; generates letters, notices and reports necessary to the collection of delinquent accounts and reports to the Treasurer on their progress.

*-- Assists with the acceptance of payments and produce receipts for customers making utility payments and deposits; reconcile batch and prepare receipts/monies for the Treasurer Office.

*-- Coordinates with Water, Power, and meter reader service crews in reconnecting or terminating existing services.

*-- Handles return mail; utility statements, delinquent notices and general correspondence; research correct addresses and information. Assists with city mail distribution and processing.

*-- Collaborates with I.T. personnel in the correction of programming problems that arise in the HTE billing and collection process.

*-- Assists with filing system of applications, work orders, customer correspondence and other office documents; binds billing books; collates and separates bills; prepares bills for mailing; operates inserter equipment.

*-- Processes animal license renewal letters, updates information, collects fees and processes animal control receipts.

*-- Maintains spreadsheet of HEAT recipients that qualify for the Murray Relief Program and requests checks and posts payments to the customer accounts.

-- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

-- High school graduation plus 2 years customer service experience, to include twelve (12) months experience in a bookkeeping, accounting, cashiering or related field, or any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities

-- Working knowledge of barcode reader, PC's, calculator, validator, IBM printer, etc.

-- Knowledge of Murray City codes/ordinances regarding utility billing.

-- Knowledge of Murray City policies and procedures for utility billing.

--   Working knowledge of Murray City's HTE Customer Information and Land Management Systems; working knowledge of Itron automated meter reading equipment.

--   Knowledge of Murray City's collection process, enforcement techniques, and available legal actions.

--   Skill in typing 35 wpm.

--   Skill in establishing and maintaining effective working relationships with co-workers, supervisor, department heads, city officials, and the public.

--   Skill in entering and retrieving data into/from computerized database.

--   Ability to establish and maintain effective working relationships and customer service protocol with employees and the public; ability to follow written and oral instructions; ability to communicate effectively, verbally and in writing.

--   Ability to enforce utility policies with firmness and fairness.

--   Ability to do mathematical calculations quickly and accurately.

TOOLS & EQUIPMENT USED

--   Barcode reader, PC's, calculator, validator, IBM printer, phone, fax and copy 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 walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stoop, kneel, or crouch.

--   The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to both print and electronic text.

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.

--		Work is performed primarily in an office setting. The noise level in the work environment is usually moderate.

DEPT/DIVISION APPROVED BY: _____ DATE:_____

EMPLOYEE'S SIGNATURE: _____ DATE:_____

H. R. DEPT. APPROVED BY: _____ DATE:_____

*Essential functions of the job.