

**City of Cottage Grove
Job Description
Part-Time Finance Clerk**

Department: Finance	FLSA: Non-Exempt
Reports to: Finance Director	Representation: Non-Represented
Pay Range: 2PT	Date Adopted: July 2019

Essential competencies of this job are described under the headings below. They may be subject to change at any time. 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 may be changed by the employer at any time.

GENERAL POSITION SUMMARY:

Finance Clerks are responsible for providing exceptional customer service to the patrons and citizens visiting City Hall. This is a front line customer service position, responsible for providing support to Finance staff. Employees in this position will perform clerical and administrative tasks related to the operations of the Finance Department.

DUTIES AND RESPONSIBILITIES:

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

ESSENTIAL FUNCTIONS:

1. Answers telephone in a professional and polite manner, directs calls and takes messages.
2. Greets and welcomes patrons as they approach the front desk.
3. Keeps the front desk and lobby area tidy and presentable.
4. Stocks front area with all necessary materials (pens, forms, paper etc).
5. Interacts with customers in a positive and friendly, professional manner. Providing information, handling requests, and complaints, with a positive attitude.
6. Accept payments for services, utility receipts, golf course receipts, parking permits, court payments, dog licenses, and other monies received by the City; issues receipts; balances cash.
7. Starting and stopping of utility accounts.
8. Processes lien request and payments.
9. Composes and prepares correspondence pertinent to the area of responsibility.
10. Prepares and sends service request to public works staff.
11. Serves as a backup for processing the daily deposit. Takes deposit to the bank by driving company vehicle.
12. Runs daily golf reports, creates deposit for monies received.
13. Runs checks through check processing machine, finds discrepancies, and ensures deposit balance.
14. Processes accounts payable and unclaimed property following established guidelines.

15. Processes ACH utility payments.
16. Other duties as assigned.

IMPORTANT FUNCTIONS:

1. Orders office supplies
2. Files documents for Finance Staff
3. Makes photocopies
4. Sends and receives faxes
5. Performs and completes special projects.
6. Maintains and organizes supply closet.
7. Attends trainings pertinent to area of responsibility.

ESSENTIAL PHYSICAL REQUIREMENTS:

The physical demands or requirements 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.

1. Most work tasks are performed indoors in a controlled environment.
2. Must be able to sit at a desk, walk, and stand for an extended period of the workday. Length of time of these tasks may vary from day to day and task to task.
3. Must be able to lift up to 30lbs occasionally and more frequently lifting 10-15lbs.
4. Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.
5. The employee is occasionally required to sit; stoop, kneel, and crouch; and taste or smell.
6. Talking and hearing occur continuously in the process of communicating with customers, supervisor, and other employees.
7. Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
8. Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, and telephone.

DISTINGUISHING CHARACTERISTICS:

This is a part-time (25 hours per week) position. The Finance Director shall determine the actual work schedule based on the needs of the department.

JOB SPECIFICATIONS:

Education & Experience:

1. High School or equivalent required. Must have ability to understand and carry out oral and written instructions, policies, and rules in order to do the job safely, and be able to complete forms and reports as required by the position.
 - a. Minimum of two years of experience in retail, customer service, and cash handling is preferred.
 - b. Any equivalent combination of education and experience

Knowledge, Skills and Abilities:**Knowledge Of:**

1. Advanced knowledge of standard cash handling procedures.
2. The operation of all office equipment such as a computer, printer, copier, fax machine and ten-key calculator.
3. Basic office procedures and proper phone etiquette.

Skills:

1. Customer Service
2. Problem-solving
3. Mathematical skills
4. Interpersonal communication skills
5. Professionalism
6. Listening skills
7. Attention to detail
8. Working under pressure
9. Multi-tasking

Ability to:

1. Read and understand written instructions, organization policies and operations manuals.
2. Plan, organize and implement routine and special projects assigned by the Finance Director.
3. Count change back and solve basic mathematical computations without the use of a calculator or computer.
4. Work independently in the absence of supervision.
5. Exercise independent judgment in the resolution of administrative problems.
6. Work comfortably in a fast-paced environment.
7. Maintaining attention to detail, ensuring accuracy of work.
8. Work and communicate effectively both verbally and in writing with supervisors, colleagues, and individuals inside and outside the organization.
9. Exhibit a professional manner in dealing with others and maintain constructive working relationships, and to work as a team member.
10. Maintain excellent customer service during stressful situations.
11. Perform the essential functions of the job.
12. Perform other duties as assigned by management.

Special Requirements and Certifications:

1. Must be able to pass the department's security clearance standards, including a Criminal History check and Credit History check.

Supervisory Duties:

This position does not have supervisory duties.

Supervision Received:

Work is performed under the direct supervision of the Finance Director.

Contact with Others:

Frequent contact with citizens, customers, and city staff.

Confidential Information:

Handles confidential credit/debit card information while processing payments.

Resource Accountability:

This position does not make budgetary or purchasing decisions, but is responsible to use resources efficiently and economically, and may make purchasing recommendations for cost-effective solutions at the lowest cost