



**City of Cottage Grove
Job Description
Finance Clerk**

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| Department: Finance | FLSA: Non-Exempt |
| Reports to: Finance Director | Representation: Non-Represented |
| Pay Range: Range 2PT Part-Time: 120 Hours Per Month | Date Adopted: August 2023 |

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:

An employee in this classification is responsible for providing exceptional customer service to the patrons and citizens visiting City Hall. This position will perform clerical and administrative support duties related to the operation 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. Accepts payments for services, utility receipts, golf course receipts, parking permits, court payments, dog licenses, lien searches and other monies received by the City; issues receipts; balances cash.
2. Answers customer service questions, concerns, complaints and requests concerning services (in person, phone, email).
3. Greets and welcomes patrons visiting City Hall.
4. Processes service orders for utility accounts (on/off/leak).
5. Processes checks for daily deposit.
6. Assists with the preparation of reports and required information for the annual audit.
7. Follows all rules, policies, procedures and laws.
8. Other duties as assigned.

IMPORTANT FUNCTIONS:

1. Responsible for providing backup support in accounts payable processing and daily cash balancing/combining (Will serve as a backup for transporting daily deposit to local bank).
2. Provides general clerical support to Finance staff.
3. Opens, sorts and distributes incoming mail (daily).

4. Performs special projects.
5. Maintains work areas in a clean and orderly manner, paying attention to safety.
6. Contributes effectively to the accomplishment of city goals, department objectives and activities.
7. Updates job knowledge by participating in educational opportunities approved by the Finance Director.

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. Standing – frequently on carpeted/concrete floors.
2. Sitting – continuous on cushioned, rolling and adjustable chair.
3. Driving – occasionally City owned vehicle for City business.
4. Change Positions – has freedom to frequently.
5. Walking – frequently on either carpeted surface, asphalt or cement.
6. Carrying – frequently binders, notebooks, and boxes weighing no more than 30lbs within 50 feet.
7. Pushing/Pulling – rarely heavy boxes, office equipment, weighing no more than 30lbs
8. Bending – occasionally from waist and or knee.
9. Twisting – occasionally from waist to pick up small items on desk or on printer within 3ft; frequently from neck to watch for customers at counter or to have conversation with someone.
10. Reaching – frequently overhead, forward or sideward to obtain binders, papers, files, writing utensil, to place payments in drawer or to answer telephone.
11. Handling – frequently operation of 10-key calculator, computer keyboard, computer mouse, files, binders, books and scissors.
12. Grasping – occasionally binders, books, files, papers, telephone receiver, supplies, small office equipment and writing utensils.

JOB SPECIFICATIONS:

Education & Experience:

- High school graduation or equivalent.
- A minimum of 2 years of experience in cash handling/customer service.
- A minimum of 1 year working within an office setting.
- Any combination of experience and education, which demonstrates the knowledge, skills and ability to perform the above-described duties.

Knowledge, Skills and Abilities:

KNOWLEDGE:

- General office principles and practices.
- Phone etiquette.

ABILITY TO:

- Perform detailed work involving numerical data.
- Accept payments and count change back.

- Balance cash drawer and identify discrepancies.
- Keep customer information confidential.
- Maintain effective working relationships with other City departments and the public.
- Work as part of a team.
- Operate standard office equipment such as calculator, computer, fax, multi-line phone and copier.

SKILL IN:

- Providing exceptional customer service.
- Utilizing financial software, Excel and other Microsoft office applications.
- Attention to detail.
- Strong mathematical and problem-solving skills.
- Strong interpersonal and communication skills.
- Self-motivation and workload prioritization.

Special Requirements and Certifications:

- Must possess a valid Oregon driver's license.
- Upon selection for the position: Must be able to pass a criminal history, reference and credit history check.

Supervisory Duties:

This position is not responsible for supervision.

Supervision Received:

General Supervision is given. The incumbent normally receives little instruction on day-to-day work and receives general instructions on new assignments. Will work to establish methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals.

Contact with Others:

Frequent contact with all departments within the city, co-workers, and the public. The ability to deal with others in a professional, courteous, diplomatic, positive, and helpful manner at all times is a requirement.

Confidential Information:

Maintains customer confidentiality and protects utility and court operations by keeping information confidential.