

JOB DESCRIPTION

JOB TITLE: CASHIER / UTILITY & TAX CLERK / SECRETARY

DEPARTMENT: Treasurer

DATE: November, 2013

This is a skilled position in the Treasurer's Department.

PRIMARY FUNCTION:

Cashier: To perform responsible clerical work involving daily collections of cash and the subsequent deposit as well as the preparation and maintenance of fiscal and other related financial records and other functions as assigned by the Treasurer.

Utility/Tax Clerk: To perform responsible clerical duties in the maintenance and preparation of the water billing cycle, the tax billing cycle, maintenance of utility and tax customer accounts, other bookkeeping functions as assigned by the treasurer.

Secretary: To perform secretarial work in the treasurer's department as needed, as well as serve as receptionist for the Town of Wise Municipal Building.

JOB DUTIES AND RESPONSIBILITIES: This job description lists only the usual major job duties normally assigned to the employee, but does not restrict the performance of other duties as assigned.

1. Collects monthly water, sewer, and garbage bills, taxes, licenses, fees, permits, decals, business license, meals tax, lodging tax, fishing licenses and all other revenue received by the town.
2. Performs daily preparation of bank deposits for at least three separate bank accounts.
3. Maintains petty cash fund.
4. Expected to keep all filing up-to-date.
5. Maintains complete subsidiary ledger of water/sewer/garbage customer accounts.
6. Addresses customer inquiries of various matters pertaining to water, sewer, garbage fees and tax questions.
7. Directs telephone call to appropriate town personnel, and takes written messages as needed.
8. Distributes mail to the appropriate departments.
9. Communicates regularly with other local municipalities including Wise County Treasurer's office and Commissioner of Revenue offices concerning collection and/or assessment of tax and/or utility accounts.
10. Must efficiently operate IBM iSeries computer system, BAI Municipal Software, general office equipment, Microsoft Word (word processing), Microsoft Excel (spreadsheet application), adding machine, copier, facsimile, scanner, telephone, TDD, and typewriter.
11. Performs other duties as assigned by the treasurer.

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12. Completes all job duties within regular hours of work. Any need of overtime work will be evaluated by the Treasurer on the basis of unusual circumstances (i.e. tax season, decal season)
13. Identifies and takes corrective action in regard to any accounts using, but not being billed for, Town services and immediately notifies the Treasurer of findings.
14. Maintain listing of all estimated water meters and reports to Public Works Department, Treasurer, and/or Town Manager.
15. Receive citizens' requests for service and/or discontinuance of service and all work orders.
16. Codes new accounts with appropriate water, sewer, and garbage rate codes.
17. Maintains all utility customer account files.
18. Downloads water reading data from the Sensus Handheld Meter Reading device when delivered by meter reader into the town's computer system as part of monthly utility billing.
19. Uploads route books from the town's computer system into the Sensus Handheld Meter Reading device for meter reading to enter consumption data from water meters.
20. Processes billing of monthly water/sewer/garbage fees.

EQUIPMENT & COMPUTER SOFTWARE USED:

IBM iSeries computer system, BAI Municipal Software, general office equipment, Microsoft Word (word processing), Microsoft Excel (spreadsheet application), adding machine, copier, facsimile, scanner, telephone, TDD, and typewriter.

COMMUNICATIONS:

In-person and telephone communication with the general public. Communicates directly with water meter reader for account information, as needed. Compiles computer generated reports, written reports, receipts, etc. Employee must be courteous and polite, and must exercise excellent phone etiquette. Because this position serves as receptionist for the Town of Wise and is the first to come into contact with the public, employee is expected to present a professional image by maintaining good personal grooming habits and attire.

WORKING ENVIRONMENT:

Normal office working environment includes low to moderate background noise. Office is well-lit and well-ventilated. Position requires continual contact with the public, therefore a certain level of anxiety and distress is to be expected.

SAFETY HAZARDS:

Minimal safety hazards are involved if normal safety practices are followed. Position requires continual contact with the public, therefore contact with various germs/viruses is inevitable.

PHYSICAL EFFORT:

Physical effort of this position is limited to that associated with regular office activities such as lifting and storing office supply boxes not to exceed thirty pounds. The position involves a large amount of time standing or sitting at a counter using a computer keyboard. A moderate amount of time is also spent getting up and down from a stool to obtain various information stored in other areas.

RESULT OF WORK ON COST AND QUALITY:

Regular work attendance is vital since this position is responsible for communications with the public on a daily basis and for maintaining the collection of revenue and delinquent accounts for the town. Overtime work is minimal.

DECISIONS INVOLVED:

The individual employed in this position must be able to make logical and timely decisions on a day-to-day basis. The degree of independent decision-making is minimal.

EDUCATION AND JOB KNOWLEDGE REQUIREMENTS:

- High school education or equivalent.
- Business courses including bookkeeping, accounting, and keyboarding
- Experience in a municipal government environment preferred.
- Ability to listen attentively to others and to speak clearly and concisely
- Ability to maintain an effective working relationship with the public and co-workers
- Ability to attend various training programs to enhance job performance.

I received a copy of this job description on _____, and fully understand my duties and responsibilities.

I received a copy of this job description on _____, and have the following questions: _____

Signed: _____

Date: _____