

CUSTOMER SERVICE CLERK POSITION DESCRIPTION

General Statement Of Duties:

The employee performs responsible work of a clerical nature in the area of municipal operations and does related work as required.

Distinguishing Features Of The Position:

The employee reports to the City Administrator/Finance Director. The employee is reviewed annually.

The employee performs a variety of customer service tasks, involving but not limited to, cashier, mail delivery, utility payments, title search request, daily deposit, licenses, permits, records management, agendas, minutes, public notices, municipal code maintenance, elections, bookkeeping, and clerical tasks. The work is performed under the guidelines set by state statute, city ordinances, and the City Administrator/Finance Director and is executed accordingly. The Customer Service Clerk is under the supervision of the City Administrator/Finance Director, but may assist staff with other job duties performed within departments outside of the Finance Department. .

Examples of work (illustrative only):

Phone and Front Counter:

- Responsible for assisting citizens at the front counter and on the phone.
- Responds to requests by the public for information, including but not limited to, record search, title search, city information, licenses, permits, meeting schedules, tax bills, assessments, mill rate, elections, and copies.
- Processes requests for reservations of park shelters and other park facilities.
- Acts as a cashier, including daily cash counts, preparation of daily deposit slips for review and other related cash receipting procedures.

Permits & Licenses:

- Processes applications for all permits and licenses, including operator licenses issued by the City, except liquor and malt beverage licenses, in accordance with applicable state statute or City ordinance.

Records:

- Assists with the management and retention of municipal records.
- Assists with maintaining the ordinance and resolution books with proof of publication.
- Assists the City Clerk/Treasurer in keeping records of all permits granted.

Meetings:

- Assists with posting agendas, minutes, schedules, calendars, public notices, and public hearing notices.
- Assists with assembling and mailing or delivering packets of information to committees in a timely fashion.

- Assists with the agendas, public hearing notices and assembles other supporting documents for meetings of the Common Council, committees, commissions (excluding the Police Commission), and boards of the City as assigned.
- Assists with all agendas so that they are posted in the designated locations in a timely fashion, distributed by email to requesting parties, and posted on the City's web site.
- In addition, prepares and distributes the monthly calendar of the municipal meetings and clips and organize published public hearing notices.

Cemetery:

- Answers questions about lot sales and cemetery policies.
- Processes sales of lots and maintains lot ownership records, including acting as the primary cashier for cemetery transactions.
- Receives information for interments and maintains interment records.
- Receives questions and concerns about the operations of the cemetery and communicates them to the Municipal Services Department and the City Administrator/Finance Director.

Taxes:

- Answers questions from public about property assessment and property taxes.
- Responsible for providing tax information for title search requests to include any outstanding special charges and special assessment documentation.
- Assists in the updating the tax bill insert to be mailed with the tax bills.
- Assists with the mailing process of the tax bills to property owners.

Elections:

- Assists with conducting and administering elections.
- Assists with election poll lists, voting districts, polling place, citizen voting records, absentee ballots, and voter registration records using WiscVote.
- Assists with posting election notices so that they are published and posted in a timely fashion.
- Assists distributing election forms.
- Assists with testing of election machines.
- Assists with training poll workers.
- Assists with organizing, scheduling, and setting up Election Day activities.
- Assists with posting election activities.

Utility Billing & Collections:

- Assists with receipt of payments of utility bills, processes payment agreements, creates daily deposits and downloads meter reading data in the absence of the Accounting Technician and Customer Service Specialist.

Miscellaneous:

- Assists the general public with problems pertaining to city matters and handles general complaints, either in person or on the telephone.
- Responsible for maintaining the City web site, including updates on municipal ordinances, as needed or directed.

- Takes daily bank deposits to the bank and pickup utility payments from various businesses.
- Take outgoing mail to the post office and pick up incoming mail for City Hall.
- Responsible for mailing all information in officials' mail boxes in a timely fashion.
- Assists citizens, outside agencies, developers, and staff in bringing matters to the attention of the Mayor, City Administrator/Finance Director, and Common Council for resolution.
- Responsible for coordinating youth sports programs by collecting fees & registrations, developing rosters, drafting schedules, placing orders and assigning coaches.

Required knowledge, skills, and abilities:

- Thorough knowledge of the functions and organization of municipal government and of the workings of the Common Council.
- Ability to write clear and concise reports, directives, and letters.
- Ability to read, interpret, and apply rules and regulations.
- Ability to perform difficult and responsible work with independent discretion.
- Ability to establish and maintain satisfactory working relationships with department heads and other city employees.
- Ability to exercise good professional judgment.

Job standards (acceptable experience, training and education):

- Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, and bookkeeping.
- A minimum of one (1) year of related experience, or equivalent combination of related education, training and experience that provides the required knowledge, skills and ability.
- Working knowledge of computers and electronic data processing, working knowledge of modern office practices and procedures.
- Ability to carry out assigned projects to their completion, ability to communicate effectively verbally and in writing, and ability to establish and maintain effective working relationships with employees and the public.
- Ability to make decisions in accordance with laws, regulations, ordinances and established procedures.
- Any equivalent combination of the above experience, education, and training which provides the knowledge, skills and abilities required for this position and satisfy the job standards at the discretion of the city clerk/treasurer and city administrator.

Tools and equipment used:

Personal computer, Caselle software, word processing and spreadsheet software, accounting software, telephone, 10-12 key calculator, electric typewriter, copy machine, optical scanner, postage meter, WiscVote, and all other equipment required to perform the duties and responsibilities of this position.

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 duties and responsibilities of this position.

While performing the duties of this job, the employee is frequently required to sit or stand, talk or listen for extended periods of time. The employee is occasionally required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision 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.

The noise level in the work environment is moderately noisy.

Hours of work: 7:30 AM to 4:30 PM, with an unpaid one-hour lunch break; additional hours may be required.

Selection guidelines:

Formal applications, rating of education and experience, or an interview and reference check. Job related tests may be required.

The duties listed above are intended only as illustrative 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 position description for the Customer Service Clerk 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. No individual City official has authority to enter into an oral or written promise or contract of employment with any individual or group of employees. Any employment contract must be approved by a majority of the Common Council.

Approved by Finance & Labor Relations Committee 3/21/2005.

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