

POSITION TITLE: **TAX CLERK/RECEPTIONIST**  
CLASSIFICATION: Administration  
REPORTS TO: Office Manager  
FLSA STATUS: Non-Exempt  
PAY GRADE: 3

SUMMARY:

Under general supervision performs accounts receivable, cashiering, and clerical related duties as required. Work is performed under the supervision of the Office Manager.

DISTINGUISHING FEATURES OF WORK:

The incumbent performs administrative work of various levels in ensuring compliance of the city's policies and procedures while being the first point of contact for the customer. It requires the incumbent to have exceptional customer services skills and ability to multitask.

ESSENTIAL EXAMPLES OF THE WORK:

Receptionist duties relate to the position being the first point of contact for the customer whether in person or on the telephone.

Performs miscellaneous clerical duties including filing and processing mail.

Prepares daily deposits and transports them to the bank.

Acts as Tax Clerk for the municipal tax billing and collection, maintains said records and accepts, records, and receipts all monies and fines related to Tax payments.

Maintains the Tax Roll and any other related records.

Enters Tax related information into computer and prepares reports.

Processes other payments such as utilities, citations and any other payment presented when necessary.

Provides information to the public related to all municipal services.

ADDITIONAL EXAMPLES OF WORK PERFORMED

Answers questions and processes requests regarding municipal services via phone or in person;

Receives cash and negotiable instruments for deposits on new accounts and payment of bills;

May type form letters, records, or lists;

Initiates work orders for water connects and disconnects, meter re-reads and calibration tests.

Processes payments for sewer, and other utilities as needed.

Looks up, and distributes Court information as needed.

Processes and dispatches Public Works work orders as needed.

May perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of municipal taxation processes and utility services and charges, or the ability to learn same within a relatively short period of time; skilled in the operation of office equipment such as scanners, copiers, calculators, cash registers, personal computers; ability to perform simple mathematical calculations; ability to process and count cash; ability to exercise sound judgment in making decisions in accordance with applicable laws, ordinances, policies, and procedures; ability to deal effectively with the public in processing customer requests and complaints and coping with extreme cases of human behavior; ability to maintain effective working relationships with other employees; ability to communicate effectively.

Knowledge of the principles, practices and methods used in office work.

Knowledge of the principles, practices and methods of municipal taxation procedures.

Good knowledge of standard programs used in personal computing such as word processing, databases, and spreadsheets, email, and effective use of the internet for research.

Ability to establish and maintain effective working relationships with the public, employees, external agencies and organization.

Ability to perform clerical work of some complexity and high volume.

Ability to maintain a variety of complex records and produce accurate reports.

Ability to pass reasonable fitness and physical standards to safely perform work, if required, as determined by city physician; vision and hearing, normal or corrected sufficient to read, write, and safely operate equipment used in work; able to lift and carry about 25 pounds, though greater weights may, at times be lifted, carried and/or placed; dexterity and fitness to grasp, bend, stoop, walk, and otherwise perform physical functions of the assignment.

WORK ENVIRONMENT:

Work environment is generally agreeable with good working conditions. Work is conducted in a normal office setting. Noise level is low to moderate.

TRAINING AND EXPERIENCE:

High School Diploma or GED required with two years post-secondary education preferred. No less than two years' experience in administrative functions preferred.  
Must have the ability to be bonded.

I acknowledge that I have read the foregoing and understand its content.

---

Signature

---

Date