

**City of Alamo
Job Description**

JOB TITLE: Receptionist/ Collection Clerk
DEPARTMENT: Utility Billing / Taxes
DEPT. NO.: 3600
SUPERVISOR: Utility Billing Supervisor
FULL TIME: X
PART TIME:

Approved by City Commission
DATE: APRIL 18, 1995
SALARIED:
HOURLY: X
EXEMPT:
NON-EXEMPT: X

JOB SUMMARY: Under general supervision clerk answers water, sewer, garbage, property tax, permit, and other customer service accounts receivable questions. Answers multi-line telephone and transfers calls to appropriate department. Collects all types of fees due to the city and maintain cash collection drawer. Cross-training for tax clerk and does related work as required.

ESSENTIAL JOB FUNCTIONS: Position requires sound judgment, common sense, tact, resourcefulness, initiative and adheres to common code of ethics and common public service. Clerk is expected to give prompt and courteous service and maintain a professional level at all times when dealing with the public. Communicates effectively and courteously with customer in person and answers telephone in a pleasant and clear manner. Transfer calls to appropriate department otherwise assists caller with requested information. Clerk is responsible for accurately posting payments to utility accounts, tax accounts or any other fee due to the city to its' correct transaction code and be able to maintain and reconcile a cash drawer. Other duties, tasks, and responsibility may be assigned by the Tax Assessor/ Supervisor as deemed necessary.

OTHER JOB FUNCTION: Ability to establish and maintain effective working relationship with the general public, city officials, and other department personnel. Transmit on two-way radio orders for turn-ons and turn-offs and general information.

WORKING CONDITIONS AND PHYSICAL DEMANDS: This is an hourly position and as such may be required to work beyond 40 hours. Inside conditions, sitting for extended periods of time and viewing computer screens.

EQUIPMENT AND MATERIALS: Operate a city vehicle; use a telephone, copier, facsimile machine, calculator, personal computer and other general office equipment.

REQUIRED EDUCATION: High school diploma or GED certificate is required, vocational school degree/and or computer training background preferred.

EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS: Must be detail-oriented, bilingual preferred, and cash handling