

CLASS TITLE: Utility Clerk/ Tax Collector

PURPOSE OF CLASS: Under general supervision, performs various responsible accounting clerical duties in the Town's administrative office, primarily collecting utility and property tax payments.

EXAMPLES OF TASKS PERFORMED WITHIN CLASS:

Primary Tasks: Performs various accounting and clerical duties to include answering incoming telephone calls, makes regular contacts with the public, town departments, boards and committees, political candidates, other municipal clerks and state governmental officials by telephone, correspondence, and in person and may require persuasiveness and resourcefulness to influence the behavior of others; handling complaints and requests for service; performs front counter work serving the public, explains policies and procedures to the public; taking payments for utilities, prepares cut-off list monthly, Backing up employees in other departments supervises delinquent customer accounts collection of taxes and other various revenues; balances cash drawer, makes utility bank drafts and prepares tax statements; operates the computer in the performance of duties; assists in preparation of tax and utility billing and performs all related procedures as needed; prepares bank deposits and takes deposits to bank as needed; sets up new utility accounts; prepares cut off list monthly; prepares service orders; performs typing and clerical services for Town Administrator, Mayor, Town Clerk, Finance Officer, and other officials as required; performs other duties as required. Confidentiality and ability to maintain security within the job duties is highly important.

Reporting Relationship: This position reports to the Town Clerk.

Working Conditions: Work requires some physical activity such as walking, reaching, stooping and repetitive motion of the wrists, hands and fingers. Exposure to atmospheric conditions normally associated with office type work.

QUALIFICATIONS:

Education: Graduation from a standard high school and preferably supplemented with additional courses in bookkeeping, accounting and clerical work.

Experience: Some accounting, clerical or office related experience; or an equivalent combination of training and experience.

Knowledge, skills and abilities:

- Must possess a valid North Carolina drivers' license.
- Knowledge of computer related practices.
- Knowledge of bookkeeping and accounting practices.
- Knowledge of file maintenance.
- Knowledge of preparation and maintenance of accounting and clerical reports.
- Skill in the operation of assigned office machines including the typewriter, calculator, and computer.
- Ability to establish and maintain effective working relationships with vendors, employees and the public.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of computers and common software including Microsoft Suite
- Backing up employees in other departments
- Provides general resource information to the public regarding Town services and handles general customer inquiries by phone or in person.
- Processes work orders
- Mail sorting and distribution
- Answers Town Hall main phone line
- Ability to take payments and provide effective customer service.
- Ability to organize files and records.
- Ability to perform work accurately.
- Ability to develop and maintain effective working relationships with a variety of people including vendors, general public, and other Town staff.
- Ability to perform work with speed and accuracy.
- Performs other duties as required.

Special requirements: None.