



Clerk I

Job Description

Division:	Administration	Reports to:	Office Manager
Position Number:	013	Supervises:	None
Pay Grade:	1	Classification:	Non-Exempt
Hours/week:	40	Effective Date:	11/20/2019
Type of Position:	Full Time	Revised Date:	

Performance Expectations

All employees of North Central Solid Waste Authority (NCSWA) are expected to conform to the following:

- Possess cultural awareness and sensitivity
- Perform in a professional and ethical manner in the execution of duties
- Interact in an honest, respectful and dependable manner with all colleagues and citizens

Position Purpose

Performs a variety of entry level and complex clerical duties to expedite the receiving of revenue from NCSWA customers and address customer service concerns and requests.

Essential Duties and Responsibilities

Collect payments paid to NCSWA over the counter, through mail, by phone and receipts same; responds to customer questions and provides information related to operations of NCSWA, contacts customers by phone and/or in writing concerning payment errors or non-receipt of, follows established procedures for handling late payments or insufficient funds.

Processes customers service requests, vacant/disconnection and low-income senior applications. Performs research to identify, open and maintain accounts for illegal dumpers.

Performs a variety of general office duties including organization and maintenance of office files including commercial files, contract files, lien files and general office filing, data entry, data research and general office cleaning. May order office supplies.

Enters all payment transactions and notations into In-Code for processing of reports as necessary.

Performs general money management duties related to cash drawers and the balancing of; reviews and reconciles all payments for accuracy and completeness and prepares daily deposits.

Conducts records search as requested by banks and realtors on property ownership history as needed for billing history.

Performs other duties as assigned.

Minimum Mandatory Qualifications

Education: High School Diploma or equivalent

Experience: 2 years of cash handling experience or experience in related field.

Equivalent combination of relevant education and experience may be substituted as appropriate.

Knowledge, Skills, Abilities, and Other Qualifications

- Ability to communicate effectively, verbally and in writing; perform basic mathematical calculations; operate personal computer (windows) in utilizing various MS Office programs (Word, Excel, PowerPoint, etc.) In-Code, to produce or compose documents, reports and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.
- Working knowledge of general office maintenance and practices; filing systems (alpha and numeric), recording and filing procedures and methodologies; grammar, spelling and punctuation; basic mathematics; basic accounting or bookkeeping; interpersonal communication skills and telephone etiquette; basic public relations.
- Must possess and maintain a valid, unrestricted class D drivers' license or able to obtain license within six months of hire.

Preferred Qualifications

Associates Degree in Accounting or related field

Bilingual skills in English and Spanish

Work Environment

Work environment: This position works in an office where normal conditions exist should exist and the noise level in the work environment can vary from low to moderate. Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected. Limited overnight travel may be required from time to time. May be required to work irregular hours and attend functions outside the office setting.

This position may require long hours and weekend work.

Physical demands: Physical demands: While performing the duties of this job the employee is regularly required to: walk, sit, use hands and fingers, reach with hands and arms, talk and hear. May be required to stand for long periods. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues.

Disclaimer: The information on this job description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as a comprehensive inventory

of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

Acknowledgment

I have reviewed the content of the Clerk I job description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.