



## Finance Department—Customer Service Clerk

The Customer Service Clerk performs a variety of administrative and utility billing duties, provides excellent customer service, receipts utility payments, city licenses, permits, and housing payments. Assists citizens with parks reservations, recreation registrations and cemetery sales. Responsible for processing incoming and outgoing mail, filing, ordering and organizing office supplies. Strong administrative and customer service skills and the ability to communicate in person, on the phone, and through written correspondence are required. The right candidate must be highly motivated, organized, and able to work in a fast-paced office environment.

### **ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** (see job description for complete list).

- Promotes positive public relations between the City and its citizens, general public and employees.
- Courteously greets the public, answers a variety questions and responds to inquiries from the public via phone and in person.
- Reads, interprets, applies and explains City codes, rules, regulations, policies, and procedures.
- Accurately receipts a variety of payments, fees and charges.
- Assists citizens with a variety of applications, permits, registrations, reservations, licenses, cemetery sales and records requests.
- Receives, opens, and distributes mail, ensures outgoing mail is correctly posted at the post office.
- Creates and maintains a variety licensing accounts and issues renewals and penalties.
- Serves as back-up utility billing clerk: creates and maintains new utility accounts. Processes meter readings, billings and customer accounts. Investigates billing discrepancies, assists with processing past due and delinquency notices. Assists in coordinating with meter reader and cross-connection specialist to maintain status of account activities and compliance issues.

### **SPECIFIC JOB KNOWLEDGE AND ABILITIES**

- Knowledge of office organization, practices and procedures.
- Knowledge of business English grammar and spelling.
- Knowledge and proficiency with MS Office products: Word, Excel, Outlook and Publisher.
- Knowledge of cash handling best practices and internal controls.
- Ability to speak, read, and write Spanish is not required but preferred.
- Ability to type at a minimum of 40 words per minute.
- Ability to accurately prepare and maintain correspondence, files, and reports.
- Ability to make routine arithmetic computations and tabulations accurately and with reasonable speed.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to prioritize assignments and work independently.
- Ability to operate standard office equipment: printer, copier, scanner, fax machine, mail machine, etc.
- Ability to speak, read, and write Spanish is preferred.

### **EDUCATION AND/OR EXPERIENCE**

- High School graduate or equivalent, post high school education preferred.
- Two years of progressively responsible experience in clerical or administrative assistance.

**SALARY:** \$15.48 to \$19.40 per hour, FLSA Non-Exempt, Teamsters Union position

**EXCELLENT BENEFITS:** \*Medical \*Dental \*Vision \*Life Insurance \*PERS Retirement \*Sick leave  
\*Paid Vacation \*Paid Holidays \*Longevity Pay (after 2 years) \*40-hr Vacation cash-out per year

**HOW TO APPLY:** Complete job description and application are available at [www.cityoftoppenish.us](http://www.cityoftoppenish.us). Application, cover letter and resume must be received by 5:00 PM, Sept. 8, 2017 at Toppenish City Hall, 21 W. 1st Ave, Toppenish WA 98948 Attn: Human Resources. Emailed and faxed applications will not be accepted.