

**MAJOR FUNCTION**

This is responsible banking and accounting work in opening and closing of revenue collection operations, processing utility payments, parking tickets and encoding all checks going to the bank, and working the return checks function. Work requires public contact when managing accounts, informing the public of policies and procedures, answering questions, and solving problems. Work is performed under the general supervision of a superior. Work is reviewed through observation and inspection for accuracy through internal control and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Job Duties**

Tender all in-person cash/check payments. Reviews utility accounts for outstanding due balances. Informs the public of policies and procedures relevant to utility payments. Updates current customer accounts relevant to payment information, payment status, and payment adjustments. Consults customers regarding insufficient checks. Assists supervisor with opening and closing daily operations. Processes and encodes all utility mail payments and prepares multiply deposits for utility payments, traffic tickets and for miscellaneous revenue. Demonstrates exceptional patience in dealing with the public to maintain productive dialog with customer that ends in resolution. Performs other related work as required.

**Other Important Duties**

Participates in development and training when opportunities when needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of principles and practices of cashiering, business math, and procedures, methods, and equipment with particular reference to receiving and accounting for the receipt of cash. Ability to analyze customer accounts, communicate payment information clearly and concisely, make rapid and accurate mathematical computations and correctly apply payments using complex computer systems. Ability to understand ordinances, rules and regulations relative to parking tickets, fees, utility billings, payments and connect/disconnect policies. Ability to work effectively under pressure. Ability to exercise good judgment in making decisions in accordance with laws, rules, policies, and procedures. Ability to communicate effectively and concisely, orally and in writing. Ability to read and interpret a utility bill. Ability to assess and use data processing records, both on-line and printouts. Ability to establish and maintain a good working relationship with peers, supervisors, and the general public. Ability to make independent decisions with a minimum of direction in accordance with pre-established procedures and guidelines. Skill in the use of personal computers and associated programs and applications as are necessary to successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and two years of experience that includes record keeping or bookkeeping, data processing applications, credit and collections, utility billing, utility customer service, or utility accounts systems or utility cashier work; or an equivalent combination of training and experience.

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