

POSITION DESCRIPTION

City of Monett

monjobDCcox

JOB TITLE: Collection Clerk

DEPARTMENT: Administration

SALARY RANGE: Payroll – Level 5

IMMEDIATE SUPERVISOR: Director of Finance

ESSENTIAL FUNCTIONS

I. License & Utilities Related Activities 20% of Time

- A. Conducts follow-up activities including notifying billing of delinquent bills assuring for professionalism, and the best possible PR for the City under the circumstances. Sets up and maintains new customers while actively collecting past due monies.
- B. Receives funds, makes deposits and posts payments to the appropriate ledger assuring for accuracy and timeliness. Processes incoming mail and records payments for utility bills including distribution of monies to proper account posted through cash drawer.
- C. Assists with signing up new customers, transfer accounts and disconnections for existing customers, assuring for proper account and meter numbers. Transfers deposits and previous credits if necessary, assuring for accuracy.

II. Telephone and Visitor Activities 10% of Time

- A. Receives telephone calls assuring for professionalism and courtesy.

- B. Routes callers to the appropriate party or takes messages assuring for accuracy.
- C. Answers questions and completes follow-up where appropriate assuring for accuracy and timeliness.
- D. Greets visitors assuring for the best possible public relations for the City.
- E. Provides coverage for other offices as needed.

III. Report Related Activities 20% of Time

- A. Maintains an awareness of the various applicable reports and their schedules assuring for accuracy.
- B. Assists with providing follow-up to questions, requests for additional information, and provides any clarification regarding policies as needed, assuring for professionalism and timeliness.

IV. Miscellaneous Activities 50% of Time

- A. Maintains an awareness of the various fees that must be collected and the schedules that they operate within assuring for accuracy. Collects water and sewer taps disconnect fees and collects BOCA-building permits, electric and water deposits, Park, and Casino & Community Building monies.
- B. Implements the collection schedule, collects fees, posts and makes deposits assuring for accuracy and timeliness. Counts the cash drawer daily assuring for accuracy.
- C. Develops follow-up plans and implements plans as needed to assuring thorough and complete collections. Makes arrangements with customer on past due monies owed and monitors account to make sure arrangements are kept.
- D. Assists with the collection activities as needed assuring for professionalism, the best possible PR for the City, accuracy and

timeliness.

- E. Receives deposits and generates documentation for electric and water services assuring for accuracy and timeliness.
- F. Processes incoming mail, date stamps correspondence, and distributes to appropriate personnel assuring for accuracy and timeliness. Daily, receives payments at collector's customer window and posts payments.
- G. Responds to requests by immediate supervisor in an accurate, complete and timely manner.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

WORK ENVIRONMENT

- ◆ Average accessibility of all work sites required for the position.
- ◆ Average exposure to weather and temperature extremes.
- ◆ Average exposure to chemicals and fumes.
- ◆ Average exposure to heights.
- ◆ Average exposure to work safety hazards.
- ◆ Average amount of overtime/extended work hours required.
- ◆ Average exposure to dust.

- ◆ Average exposure to loud noises.
- ◆ Average exposure to darkness.
- ◆ Average exposure to cramped spaces.

PHYSICAL EFFORT

- ◆ Normal physical mobility: movement from place to place on the job, considering distance and speed.
- ◆ Normal physical agility: ability to maneuver body while in place.
- ◆ Normal physical strength to handle routine office materials and tools.
- ◆ Normal physical strength to handle 30 lb. objects, considering frequency.
- ◆ Normal dexterity of hands and fingers.
- ◆ Normal physical balance: ability to maintain balance and physical control.
- ◆ Normal coordination, including eye/hand, hand/foot, etc.
- ◆ Normal endurance.

KNOWLEDGE REQUIREMENTS

- ◆ Completed High School Diploma or equivalent.
- ◆ Proficiency with office equipment and computer.
- ◆ Ability to work large sums of money.
- ◆ Ability to work with people in person and on the phone.

MENTAL EFFORT

- ◆ Normal concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- ◆ Normal memory, considering the amount and type of information.
- ◆ Normal complexity of decision making.
- ◆ Normal time pressure of decision making.
- ◆ Normal analytical thinking.
- ◆ Normal conceptual thinking.

COMMUNICATION

- ◆ Above-Average verbal communication.
- ◆ Above-Average written communication.
- ◆ Average non-verbal communication

SENSORY ABILITIES

- ◆ Normal ability to see.
- ◆ Normal ability to distinguish colors.
- ◆ Normal ability to hear.
- ◆ Normal ability to smell.
- ◆ Normal sense of touch