

Job Title: Collections Clerk/Receptionist

Department: City Hall
Immediate Supervisor: Office Manager

BRIEF DESCRIPTION OF THE JOB: Receives payments of franchise taxes, other taxes and water payments from the public. Process Accounts Receivable Invoices. Assists with other City Hall functions and duties as necessary and when assigned.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

Percentage of Time Physical Strength Code

1) Receives payments made to the City for water bills by assisting the public, entering bills and payments into the computer, and running daily reports. Performs daily reconciliation of payment kiosk. Maintains records of money received and makes receipts ready for deposit.	35%	S
2) Opens new accounts, transfers accounts, and payment agreements.	25%	S
3) Enters work orders into the system and clears them once completed. Scan completed work orders into server.	15%	S
4) Answers incoming phone calls and directs to appropriate personnel.	15%	S
5) Works with Clerk to process plumbing, electrical, building permits and other duties associated with the Inspections department.	5%	S
6) Other clerical duties assigned by Supervisor.	5%	S
<i>Physical Strength Column: S - Sedentary L - Light M - Medium H - Heavy VH - Very Heavy</i>		

PHYSICAL DEMANDS

Overall Physical Strength Demands:

_____ Sedentary X Light _____ Medium _____ Heavy _____ Very Heavy

Codes: for each physical demand code listed:

C = Continuously F = Frequently O = Occasionally R = Rarely N= Never

This is a description of the way this job is currently performed; it does not address the potential for accommodation.

Physical Demands	Frequency Code	Description
Standing	O	
Sitting	F	Waiting on customers
Walking	F	Walk to printer to retrieve work orders and print outs
Lifting	O	Files
Carrying	O	
Pushing/Pulling	N	
Fine Dexterity	F	Data entry, calculator, writing
Reaching	N	
Kneeling	R	Working with plugs or computer cables under desk
Crawling	N	
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer screen, paperwork, Assisting the public
Hearing	C	Assisting the public and answering phones
Talking	F	Assisting the public and answering phones
Foot Controls	N	
Other (State)		

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Machines, Tools, Equipment and Work Aids:

Computer, calculator, keyboard, telephone

Environmental Factors:

Exposure to and frequency:

D = Daily Y = Yearly W = Several Times Per Week M = Several Times Per Month

ENVIRONMENTAL FACTORS		
Dirt and Dust	Extreme Temperatures	Noise and Vibration
Fumes and Odors	Wetness/Humidity	Darkness or Poor Lighting

HEALTH AND SAFETY		
Mechanical Hazards	Chemical Hazards	Electrical Hazards
Fire Hazards	Explosives	Communicable Diseases D
Physical Danger or Abuse	Other (specify)	

PRIMARY WORK LOCATION		
Office Environment X	Warehouse	Shop
Vehicle	Outdoors	Other:

Protective Equipment Required:

Non-physical Demands:

Frequency Codes: F = Frequently O = Occasionally R = Rarely C = Continuously

Time Pressures	O	Emergency Situations	R
Frequent Change of Tasks	O	Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F	Working Closely with Others As Part of a Team	F
Tedious or Exacting Work	R	Noisy/Distracting Environment	O
Other (Describe Beside)			

JOB REQUIREMENTS

Formal Education:

Work requires knowledge necessary to understand basic operational, technical, and office processes. Level of knowledge equivalent to four years of high school or equivalency.

Experience:

Previous cash drawer experience

Other Requirements:

Valid Class C Texas Driver's License

Reading:

Work requires the ability to read bills, applications, permits, and office documents.

Math:

Work requires the ability to perform general math calculations.

Writing:

Work requires the ability to write reports, bills, and other documents.

Complexity:

Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.

Managerial:

Supervisory:

Interpersonal:

Duties require the ability to communicate with the public and other employees.

Signatures - Review and Comment

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.

	_____ Signature of Employee	_____ Date
_____ Job Title of Supervisor	_____ Signature of Supervisor	_____ Date
_____ Job Title of Department Head	_____ Signature of Department Head	_____ Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the Parish Government as the needs and requirements of the job change.