



City of DuBois

Job Description

Utility / Tax Clerk (Full-Time, Non-Exempt)

Department: Treasury

Reports To: Treasurer

FLSA Status: Non-Exempt

Employment Status: Full-Time

Hourly Rate: \$21.00 per hour

Position Summary

The Treasury Clerk performs a variety of clerical, customer service, and cash-handling duties in support of the City Treasurer's Office. This position is responsible for collecting taxes and other municipal payments, accurately processing financial transactions, assisting customers, and maintaining records. The Treasury Clerk also serves as a backup for the Water and Sewer Billing Department and the front office receptionist, ensuring efficient daily operations and excellent customer service.

Essential Duties and Responsibilities

- Collect real estate taxes.
- Receive, process, and accurately record payments using the City's financial software.
- Accept cash, checks, credit card, and electronic payments while maintaining accurate records.
- Make change and balance cash drawers daily.
- Handle large volumes of cash and customer transactions with accuracy and accountability.
- Provide courteous, professional, and responsive customer service in person, by telephone, and through written communication.
- Respond to customer inquiries, complaints, and concerns regarding taxes, utility accounts, and municipal services.
- Handle challenging and, at times, disgruntled customers in a calm, professional, and respectful manner while working toward appropriate resolutions in accordance with City policies.
- Research and resolve billing discrepancies and payment issues.
- Assist with maintaining accurate customer account records and financial documentation.
- Serve as a backup for Water and Sewer Billing by:
 - Processing monthly utility bills.
 - Processing utility payments.
 - Assisting customers with billing questions.
 - Correcting billing errors.

- Performing other related utility billing duties as assigned.
- Distribute zoning permit applications.
- Serve as backup receptionist by:
 - Greeting visitors.
 - Answering and directing telephone calls.
 - Assisting residents and visitors with general City inquiries.
 - Providing administrative support to front office operations.
- Prepare daily deposits and reconcile receipts in accordance with City policies.
- Maintain confidentiality of financial and customer information.
- Perform other related duties as assigned.

Knowledge, Skills, and Abilities

- Work in a fast-paced office setting.
- Strong customer service and interpersonal skills.
- Excellent verbal and written communication abilities.
- Ability to communicate professionally, exercise patience, and effectively de-escalate difficult or emotionally charged customer interactions.
- Ability to handle challenging and disgruntled customers with professionalism, diplomacy, and sound judgment.
- Strong mathematical aptitude and attention to detail.
- Ability to accurately handle and account for large amounts of cash.
- Proficiency with Microsoft Office applications and computerized financial/accounting software.
- Ability to maintain accurate records and perform data entry with a high degree of accuracy.
- Strong organizational skills with the ability to prioritize multiple tasks in a fast-paced environment.
- Ability to work independently while contributing effectively as a member of a team.
- Ability to maintain confidentiality and exercise sound judgment.

Minimum Qualifications

- High school diploma or GED required.
- Associate degree in accounting, business administration, or a related field preferred.
- Minimum of two (2) years of clerical, cashiering, accounting, bookkeeping, municipal finance, or customer service experience preferred.
- Experience handling cash and balancing daily receipts preferred.
- Any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

Physical Requirements

- Prolonged periods of sitting, standing, and walking.
- Frequent use of computers, calculators, telephones, and other standard office equipment.
- Ability to lift and carry up to 25 pounds occasionally.

- Ability to communicate effectively with the public and coworkers.

Working Conditions

Work is performed primarily in an office environment with frequent interaction with the public. The position requires regular contact with customers, handling confidential financial information, managing a high volume of transactions, and professionally addressing difficult customer situations while maintaining accuracy and composure.

Disclaimer

The duties listed above are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. The City of DuBois reserves the right to modify or assign additional duties as necessary.