



Job Description

Job Title: Principal Clerk

Department: Finance

Education Required:

High School diploma or equivalent. experience in cashiering, balancing, and customer service; experience using Microsoft programs or other computer software; equivalent combination of training and experience. College degree or coursework a plus.

Type of

Position:

- Full-time
- Part-time
- Intern

Hours: 40 hours/week

Over-time may be required on occasion

- Exempt
- Nonexempt

General Description:

Under general supervision of the and Finance Director/Treasurer, performs work of moderate difficulty in the clerical functioning of the Finance Department; completing a variety of general clerical tasks, as assigned operating office machines, verifying documentation related to charges, credits and other payments: processing licensing, permit and violation payments; working with employees and customers; answering questions and resolving issues.; Other duties include front desk reception, customer service and cashier duties as needed.

Essential Functions of the job:

- Provides internal/external customer service by greeting and assisting customers, resolving concerns in person or via phone or e-mail, educating customers on Village policies.
- Receives customer payments by processing and entering payment into accounting system such as; water billing payments, vehicle, animal, violation/ citation, misc. taxes, and burglar/fire alarm license sales, and real estate transfer tax stamps.
- Verifies and balances batches; and maintains accurate reports and records of actions.
- Maintain and update record on current Village software for vehicle license and pet licenses.
- Performs routine clerical functions including filing, scanning and mail distribution.
- Sorts mail to proper departments.
- Provides collection and distribution services for license renewal including business compliance certificates, animal registration, vehicle registration and commuter parking application.
- Responds to customer questions regarding their water/sewer, trash bills, vehicle stickers, and as directed by the Department Director.
- Bill misc. accounts receivable and monitor on a monthly basis for non-payment such as; food and beverage tax, motor fuel tax, hotel/motel tax, storage, tax parking permit invoices, and alarms.
- Issues garage sale permits.
- Operates office machines.
- Assist utility billing with payments and leak monitoring

- Performs miscellaneous related clerical duties as required.
- Exercises independent judgment in a variety of service situations including those in a highly stressful environment.
- Applies common sense to perform semi to highly repetitive tasks.
- Other duties as assigned.

Safety and Risk Management Responsibilities:

All employees are expected to exercise their responsibility for employee safety and risk management. Adherence to safety requirements is considered an important measure of employee performance evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident and injury investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing daily work assignments; only operating equipment trained and authorized to operate; providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis, and special training sessions. Other responsibilities with regard to employee safety are detailed in the Safety Manual under Sections 3.00 and 5.00, pages 7 and 9 respectively.

Knowledge and Skills:

Comprehensive skill, experience, and knowledge in the following or ability to learn: All Village license fee schedules; various Village functions and events; village invoicing and receivables; dealing tactfully and courteously with the general public; interpreting and following oral and written instructions.

Supervisory Responsibilities: This position does **NOT** require supervisory responsibilities.

Competencies:

Interpersonal Skills - Maintains confidentiality of customer and employee information; Listens to others without interrupting; Remains open to others' ideas and tries new things.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently. Completes administrative tasks correctly and on time. Follows instructions and responds to management direction.

Communication - Listens and gets clarification; Responds well to questions; Asks for clarification from a supervisor when appropriate; Speaks clearly and persuasively in positive or negative situations. Writes clearly and informatively. Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed. Shares expertise with others.

Adaptability – Able to adapt to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events.

Technical Skills - Assesses own strengths and development areas; Pursues training and opportunities for growth; Strives to continuously build knowledge and skills; Shares expertise with others.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Takes responsibility for errors; Monitors own work to ensure quality.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Project Management - Communicates changes and progress; Completes projects on time and budget.

Computer Skills: Working knowledge of Microsoft Office Products.

Other Qualifications:

Use a cash register or similar machines, WYSE terminal computer workstation, telephone switchboard, and other office equipment as necessary.

Ability to read, understand, fill out, fill and use transfer tax stamp forms, vehicle stickers, license and permit forms, plus a variety of other Village business related forms utilized by the public, and be able to keep accurate material records; sit in front of computer terminal screen for up to four hours at a time with one hour breaks in between.

Physical Demands:

Read, understand, use a cash register, computer, telephone switchboard; fill and use transfer tax stamp forms; vehicle stickers, license and permit forms; interact in a calm, efficient and understandable manner with other employees, the public, and various elected or appointed officials; sit in front of computer terminal screen for up to four hours at a time.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25 lbs.

Work Environment:

The noise level in the work environment is usually moderate.