

## CLERK/ RECEPTIONIST

**GENERAL PURPOSE.** The Clerk and Receptionist is a non-exempt position under FLSA. This employee answers the phone, fields questions from citizens, assists with the utility billing and performs several miscellaneous duties. This employee should possess strong clerical, communication and public relations skills.

### I. JOB DESCRIPTIONS

Duties and Responsibilities.

1. Answers and directs incoming phone calls.
2. Fields questions, concerns and complaints from customers.
3. Assists with Utility Billing as needed, to include opening and closing customer accounts, accepting payments and is a back-up to the Utility Billing Clerk during their absence.
4. Prepares and mails notices for code violations (weeds, junk, inoperable vehicle, etc.) and tracks process to completion for each location.
5. Maintains ordinance, resolution, policy and committee books.
6. Prepares and maintains various local, state and federal reports as required.
7. Maintains the city's scrapbook of events, news, legals for the City of Oswego.
8. Processes deposits from swimming pool, golf course, bulk water, etc. on a daily or as needed basis. Generates and maintains special receipt reports as required.
9. Prepares and maintains city's special statements for miscellaneous services (i.e. culverts, rock, meters, etc.)
10. Processes requests for rental of Community Center, RV Park, Shelterhouses, Riverside Park for Weddings, etc. Prepares Shelter Rental Notices each Friday.
11. Provides information to the public, including but not limited to Housing Incentives, Building Permit Process, City policies, Animal Licensing, Liquor Licensing, etc.
12. Performs other related duties as deemed necessary or as required.

**SUPERVISION RECEIVED.** The Clerk / Receptionist reports to the City Clerk or Deputy City Clerk upon the City Clerk's absence. The Utility Billing Clerk assists with training as needed.

**SUPERVISION EXERCISED.** Exercises no supervisory duties.

### II. JOB SPECIFICATIONS

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Ability to follow directions.
2. Knowledge of City policies, regulations, ordinances and laws.
3. Knowledge of computer applications.
4. Knowledge of problem solving methods in solving financial and citizens' issues.
5. Skill in developing working relationships with citizens, other employees, vendors, and other governmental agencies.
6. Skill in oral and written communication.

7. Ability to read and interpret manuals, written instructions and statutes.
8. Ability to operate computers, calculators, copiers and other related office equipment.
9. Ability to make decisions.

#### EXPERIENCE AND TRAINING

1. High school diploma or GED is required.
2. Two years of general office experience is required.
3. Must have a valid state driver's license.
4. Expected to have acquired the necessary information and skills to perform the job well within six (6) months of employment.

PHYSICAL DEMANDS & WORK ENVIRONMENT. See the essential functions table.

#### MISCELLANEOUS.

1. Must pass a medical examination, including a drug & alcohol screening.
2. Subject to credit and background checks, as well as other applicable screenings.

