



## Finance Clerk

Finance

FIN/5

### JOB SUMMARY

This position performs specialized duties in support of city's records management, Utility billing Sturgis Cemetery and related Finance department functions.

### MAJOR DUTIES

- Customer service at front counter of Finance office.
  - Greets customers and assists them with questions
  - Answers incoming calls and directs callers to appropriate person/department
- Record Keeping and Documentation
  - Coordinates and maintains vault filing system records.
  - Maintains Ordinance and Resolution books up to date and sends out updates of all changes
  - Files City council minutes into the official book and indexes council minutes
  - Follows document destruction procedures in compliance with state law
- Utility Billing Payments
  - Assists with collection and entering payments for water, sewer, sanitation and other receipts for the city's utility billing system (Caselle)
  - Assists with answering customer billing questions
  - Assists with sending out shut-off notices and making courtesy phone calls, contacting customers on the shut-off notice
  - Assists with producing and preparing the monthly water bills for mailing
  - Assists with submitting paperwork to begin collections process on delinquent customers
- Prepare City Council agenda
- Responsible for all recordkeeping and documentation of the Sturgis Cemetery
  - Prepares burial sheets
  - Maintains computer cemetery database
  - Tracks available lots
  - Updates and maintains directory yearly for cemetery kiosk
- Perform related duties.
- Other duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of municipal billing principles and practices.

- Knowledge of state statutes governing document retention.
- Knowledge of customer service principles and practices.
- Knowledge of computers and job-related software applications.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

#### SUPERVISORY CONTROLS

The Finance Officer assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include utility billing policies and procedures, State Statues regarding document retention and destruction, and other city and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of varied specialized duties. Strict deadlines and the need for accuracy contribute to the complexity of the position.
- The purpose of this position is to provide specialized support for city payroll and billing functions. Successful performance ensures the efficiency and effectiveness of those functions.

#### CONTACTS

- Contacts are typically with coworkers, other city personnel, and members of the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.