

**CITY OF ST. CLAIR
JOB DESCRIPTION**

OFFICE CLERK

Supervised By: City Superintendent
Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the City Superintendent, performs basic accounting and clerical duties related to collecting and recording monies received by city departments. Assists with customer inquiries and complaints at the counter and by telephone. Provides frontline customer support at City Hall.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Greets and assists visitors, and receives, screens, and directs phone calls. Responds to routine resident and customer inquiries and assists the public with a broad range of issues and needs.
2. Receives and processes payments at the counter and in the mail for City taxes, fees, utility bills, and other payments. Counts and balances monies received to ensure proper payments. Issues receipts and dispenses change accurately.
3. Attends to customers at the counter and on the phone. Assists customers with inquiries and complaints. Explains bills and payment procedures. Checks account balances and reissues bills as requested.
4. Provides general administrative and clerical support for City Hall. Prepares mailings, types, files, scans, and performs data entry. Assists City Hall departments to ensure office supplies, materials and publications are well stocked. Performs other related duties to support departmental operations.
5. Provides clerical assistance and support to other office functions including receiving deposits from Boat Harbor, Golf Course and Recreation Department, preparing correspondence, and other office functions. Responds to general inquiries made, prepare forms and accepts applications, enters journal entries into the financial system, prepares bills and documents for mailings, and performs other related tasks.
6. Collects (including daily dropbox), processes, and posts payments for online payments, permits, deposits from other departments, and other payments received.
7. Assists in elections held in the City in accordance with Federal, State, and local laws. Assists in preparing supplies and election documents for each precinct.
8. Performs other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- A high school diploma or equivalent is required. Additional college or vocational training in business administration, bookkeeping, or related field is preferred.
- Previous experience as a cashier, clerical support, or related position that requires handling of money and interacting with customers on a daily basis is preferred.
- Knowledge of general office operations and administrative and clerical procedures and practices.
- Knowledge of City services, organizational structure, and general municipal operations to effectively direct and assist the public.
- Skill in responding to public inquiries and internal requests with a high degree of diplomacy and professionalism.
- Skill in maintaining and updating records and related systems, assembling and analyzing data, and generating accurate reports.
- Skill in the use of office equipment and technology, including computers, specialized financial systems, and other related software, and the ability to master new technologies.
- Ability to type, enter data, and prepare reports with speed and attention to detail.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish and maintain effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, community leaders, and the public.
- Ability to multi-task, problem-solve, and work effectively under stress, within deadlines and changes in work priorities.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email or in person, and move around the office to travel to other locations. The noise level in the work environment is usually quiet.