

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Accounting Assistant - Cashier*
Department: *Finance*
Reports to: *Finance Office Manager - Utilities*
Status: *Non-exempt /Non-union*

Job Summary:

The Cashier coordinates and provides front desk customer service, cash receipting, and collections for City customer financial transactions as well as information regarding City services. Duties include answering phones, working with customers to open/close utility accounts; receiving, processing and balancing payments; issuing City licenses, maintaining financial records and initiating collection procedures as necessary.

Essential Job Functions:

1. Coordinate and perform front desk and referral functions: answer incoming calls, provide customer information regarding City services, make referrals to appropriate City staff, issue commercial and animal licenses, and sign for deliveries.
2. Reconcile and deposit daily receipts and prepare the necessary reports. Maintain hard copy of deposit and cash transaction records.
3. Provide customer service to open/close utility accounts, resolve problems and respond to complaints.
4. Receipt, batch and balance all City payments received by mail or collected at the front counter, on a daily basis. Process on-line credit card payments through the website and post to customer accounts.
5. Work closely with water services coordinator to coordinate and solve customer service issues for turn-off/turn-on of delinquent active accounts. Initiate collections process for unpaid closed accounts, issue 30-day letter, determine case-by-case payment arrangements, and prepare collection packet for credit bureau as necessary.
6. Establish and maintain effective and cooperative working relationships with City officials and department heads, co-workers, supervisors and the general public using good judgment to handle customer complaints, respond to inquiries and resolve concerns in a positive and timely manner using tact and courtesy, sometimes under stressful situations.
7. Use radio equipment to communicate with utility work crews and assist in providing utility repair and access to services.
8. Process, record and collect checks returned from the City's financial institution.
9. Receive and maintain records on gambling, franchise and business and occupation tax collections.
10. Assist in implementing utility collection procedures and in the disconnection of services.
11. Record and maintain records for City Beach and Park Facilities.
12. Provide back up for utility billing, switchboard and mail distribution as assigned.

Associated Job Functions:

1. Attend various continuing education meetings and seminars, and workshops.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Ability to read, understand and apply applicable City ordinances.
- Ability to gain a working knowledge of accounting, financial, and cash handling policies and procedures of the City.
- Ability to receipt, process and post cash and check transactions accurately and efficiently.
- Good oral communication and strong customer service skills to communicate effectively with the public in a courteous and helpful manner in a stressful environment.
- Good written skills and ability to draft, compose and proof correspondence and memoranda.
- Thorough knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to maintain confidentiality as appropriate.
- Ability to work independently with minimal supervision using problem-solving skills and good judgment.

- Ability to utilize computerized cash receipts system, standard office equipment, and personal computer with associated City and department-specific software.

Working Environment and Physical Demands:

Work is performed in an office environment and requires the ability to sit or stand for extended periods of time and access all areas of the facility including stairs. Work requires eye/hand coordination and manipulation skills to operate a personal computer, telephone, and other equipment; normal range of hearing and visual acuity, and occasionally moving items in excess of 25 pounds.

Experience and Training Requirements:

- High school diploma or GED equivalent, *and*
- Coursework or training beyond high school preferred such as office skills, customer service, basic accounting, and written and verbal communication, *and*
- Must have at least two (2) years of cashier (cash handling) and customer service experience in a high volume environment with some collections experience.
- Proficient computer operation skills and experience with a variety of software programs including Microsoft products, spreadsheets, database, customized and menu-driven programs.
- Familiarity with computerized receipting system preferred.
- Must have keyboard typing speed of at least 40 wpm.
- Must be able to be bonded for cash handling.
- Must pass background, credit and driver's abstract checks.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: (Cashier/Receipt) Hulbert 95

FLSA: Non-exempt

Revised: Reclass: Acct Tech 1/99, Reclass: Acct Asst 1/02, NWM/HR 1/04, Finance/HR 12/10, HR 12/12, HR 3/13, HR 5/15

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.