



LOCATION: Tillamook, Oregon **JOB TITLE:** City Hall Customer Service and Accounting Clerk
DEPARTMENT: Administration **SALARY:** \$35,859 - \$42,570 per year

PURPOSE OF POSITION: Perform various accounting and customer service tasks and respond to inquiries, complaints, and requests for assistance from customers. Administrative tasks in support of City personnel including accounts payable, accounts receivable, cash receipts, payroll, and record keeping.

ESSENTIAL JOB FUNCTIONS: Respond to questions from the public in person, over the telephone and through written correspondence regarding accounts and other general information.

Process payroll-related documents, data entry, and maintenance of related files. Maintain accurate payroll records. Prepare annual audit payroll information. Respond to employee inquiries regarding payroll. Prepare necessary voluntary and mandatory deduction payments.

Prepare necessary payroll-related reports as scheduled or requested. Submit reports and/or payments to appropriate agencies and staff.

Assist in examining financial documents and transactions, such as invoices and purchase orders, for mathematical accuracy, proper rate calculation, authorization, etc. Code accounts payable invoices in accordance with general ledger accounts. Obtain necessary approvals. Process and mail checks. Prepare summary report for Council review. Invoicing for accounts receivable.

Assist in processing and maintaining business registration licensing and information. Work with the City Police regarding registration compliance. Assist in maintaining City financial records, ordinances, resolutions, and contracts.

Research and trace errors, problems, misapplied or unidentified payments. Resolve problems and enter corrections to accounts.

Process and maintain Carnahan Park fishing season permits and parking fees. Process and maintain City-owned parking space rentals and garage sale permits.

Follow all safety rules and procedures for work areas. Other duties as assigned.

AUXILIARY JOB FUNCTIONS: Water Customer Service Backup: Accept and post account payments. Provide front counter backup for vacation, breaks and lunch coverage. Learn and help implement the utility billing process.

Sort and distribute City mail. Maintain postage machine and mail counts. Process daily outgoing mail and deliver it to the post office.

Process paperwork for impounded vehicle release. Process and maintain Municipal Court Collections. Work with the City Police and Tillamook County Justice Court personnel as needed for citations or other Municipal Court items.

Assist the City Recorder to purge records according to the Secretary of State Records Retention schedule and City policy.

Provide assistance to other office staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS: Knowledge of basic accounting principles, office procedures and practices, and use of office equipment, including word processing, spread sheet and data base applications software. Equivalent to high school graduation and two years' experience in general office, and two years' experience in progressive accounting/payroll work. Any combination of education and experience that has provided the knowledge, skills and abilities necessary for the essential and auxiliary job functions.

SPECIAL REQUIREMENTS/LICENSES: Evidence of High School education or equivalent.

DESIRABLE REQUIREMENTS: Customer Service Training. Previous local government experience. Associates degree in business, accounting, or other related field. Spanish bilingual preferred.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, listen, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED: Works under the general supervision of the City Recorder.