

TEMPORARY CLERK/CASH COLLECTIONS

POSITION SUMMARY

Under general supervision, the Temporary Clerk/Cash Collections employee performs clerical, customer service, cash collection, and daily reconciliation duties for the City. The position is responsible for processing and recording payments, reconciling the daily cash box, preparing garbage reports, answering telephone calls, and assisting customers with general questions. This position is temporary and is being requested to provide coverage during the regular employee's maternity leave.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Process and collect payments received by the City, including cash, checks, credit/debit cards, and other authorized payment methods.
- Maintain and balance the daily cash box and ensure all transactions are accurately recorded.
- Perform daily cash box reconciliation and report any discrepancies to the appropriate supervisor.
- Prepare and maintain daily cash collection records and supporting documentation.
- Prepare and maintain garbage collection reports and related documentation.
- Enter and verify garbage collection information as required.
- Answer incoming telephone calls and provide general information to customers and the public.
- Direct calls to the appropriate department or employee when necessary.
- Assist customers with questions regarding payments, garbage services, and other routine City services.
- Provide courteous and professional customer service to residents, businesses, and City employees.
- Maintain accurate records and organize documentation related to cash collections and garbage reports.
- Assist with filing, scanning, data entry, and other general clerical duties as needed.
- Maintain confidentiality of customer and financial information.
- Follow City policies and procedures related to cash handling, collections, and recordkeeping.
- Report any cash discrepancies, collection issues, or other concerns to the supervisor.
- Perform other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of basic cash-handling and collection procedures.
- Ability to accurately handle and account for cash, checks, and other forms of payment.
- Strong attention to detail and accuracy when reconciling daily collections.

- Basic computer skills and ability to learn City software and systems.
- Ability to maintain organized and accurate records.
- Ability to communicate professionally and courteously with the public.
- Ability to answer telephone calls and provide or obtain information in a timely manner.
- Ability to maintain confidentiality of financial and customer information.
- Ability to work independently and as part of a team.

EDUCATION AND EXPERIENCE

Required:

- High school diploma or equivalent.

Preferred:

- Previous experience in cash handling, cashiering, customer service, clerical work, utility billing, or accounting.
- Previous municipal or government experience is preferred but not required.

WORKING CONDITIONS

Work is primarily performed in an office environment with regular interaction with City employees and members of the public. The position requires frequent computer and telephone use, handling of cash and financial documents, and periods of sitting and standing.

TEMPORARY POSITIONS

This is a temporary, full-time role created to fulfill operational coverage needs. This assignment is contingent upon ongoing coverage requirements and will conclude once the position is no longer needed, unless otherwise authorized by the City.

This job description illustrates typical job duties and type of work that is customarily assigned and performed in this position. However, this job description does not represent every aspect of the job nor does it guarantee permanent employment, as all positions with the City of Mercedes are employment at will positions. Job descriptions are subject to periodic update. Immediate modifications may be made to include corrections on standard wages or salaries if necessary. The City reserves the right to change work assignments, work schedules and other aspects of a job. Official job descriptions are maintained and available from the Human Resources Department. The City of Mercedes is an Equal Employment Opportunity Employer