

Job Description

Billing / Collections Clerk

Job Purpose:

This is clerical work of a highly responsible nature with minimal administrative work. Certain aspects of the work may be highly sensitive in nature and requires the work product to be kept confidential.

Work involved responsibility for performing a variety of clerical duties involving the City of Vernon Utility billing and collections, the City of Vernon Cemetery Record keeping, and the City of Vernon Club House and Aquatic Center scheduling.

The work duties involve minimal independent judgment and maximum ability to read, understand, and carry out detailed instructions concerning computer hardware and software operations.

Essential Duties And Responsibilities:

- Must be able to work under pressure of outside disturbances.
- Must be proficient in operating 10 key calculators, multi-line telephone system, and Microsoft applications (Excel, Word, Outlook)
- Must be able to handle large sums of money and to correctly make change.
- Must be able to greet, interact, and communicate with people of diverse cultural and educational backgrounds that have contact with the City offices for whatever reason.
- Must be able to handle irate citizen problems without getting flustered or combative.
- Must be able to establish and maintain effective working relationships with other employees, including top-level management and City Commissioners.
- Must be able to perform other related duties as assigned.
- Bilingual skills (English/Spanish) would be an asset for this position.

WORKING CONDITIONS

Environmental Conditions:

The employee works in office conditions (office environment; exposure to computer screens) and the noise level is usually quiet. Occasional driving is required to attend meetings at various City facilities, meeting sites, and public and private events. The employee has frequent public contact on the phone and in person.

Physical Conditions:

The employee must be able to meet the physical requirements of the job and have mobility, vision, hearing, and dexterity levels appropriate to perform the required duties. The employee is regularly required to sit, stand, walk, bend, twist, kneel, reach, push, pull, drag, and/or lift items, listen in person and over the telephone, communicate orally and use hands and fingers to handle, feel or operate standard office equipment. The employee is regularly required to sit for prolonged periods of time. The employee occasionally lifts and carries items weighing up to 35 pounds.

Education

Graduation from High School or acquired GED is preferred.