



POSITION DESCRIPTION

TITLE:	Receptionist/Cashier
DEPARTMENT:	Finance
SUPERVISOR:	Finance Director and/or Assistant Finance Director
STATUS:	Full-time/Non-Exempt/Union

PRIMARY OBJECTIVE OF POSITION

Provides a customer-friendly, helpful approach in serving, greeting, and directing callers, guests, and staff. The position includes substantial organizational and community contact through personal, phone, and email contact, which requires the highest degree of tact, courtesy, and sound judgment. Performs skilled clerical work involving cash receipting, accounts receivable, and utility billing and related duties as required.

ESSENTIAL JOB FUNCTIONS

The essential job functions listed below are intended to describe the various types of work that may be performed. The omission of other duties not listed does not exclude them if the work is similar, related or a logical assignment to the position.

Receptionist Duties

1. Acts as primary receptionist for City Hall, provides assistance to callers and guests and refers and directs them to appropriate persons or departments in a courteous, tactful and professional manner to project a favorable image of the City.
2. Answers routine questions pertaining to City services and programs. Problem solves public questions or concerns and routes non-routine problems or concerns to appropriate departments or individuals for resolution.
3. Processes animal licenses, maintains list and updates for police department and outside agencies, collects impound fees for animal control.
4. Schedules reservations for city park pavilions/facilities; maintains reservation files.
5. Picks up mail from post office substation, prepares mail to be sent on time and accurately, takes mail to postal drop, and maintains postage meter.
6. Develops and implements a system of ordering office supplies and postage that promotes cost savings and efficiency within the organization.
7. Communicates with vending company regarding vending machine issues and deposits vending fund receipts.

8. Maintains staff out of office calendar online and in Outlook software.
9. Forwards general City Hall email to appropriate city staff or departments.

Cashier, Utility Billing, and Accounting Duties

10. Assists customers/citizens at the counter, accepts payments, provides correct change, prepares receipts, answers questions, provides information, and provides other assistance as needed.
11. Prepares and maintains updated record of payments.
12. Maintains the cash drawer, balances daily against receipts, prepares deposits and delivers to the bank.
13. Enters receipts into accounting point of sale software.
14. Prepares accounts payable (A/P) invoices for distribution to departments for approval, reviews statements for accuracy.
15. Prepares accounts payable spreadsheet for coding of utility vendor invoices and other vendors with invoices coded to multiple departments.
16. Assists staff with essential municipal finance functions.
17. Reconciles A/P checks and other disbursements with invoices, mails checks, and maintains A/P filing system.
18. Prepares and mails accounts receivable (A/R) invoices.
19. Assists Utility Billing Specialist with daily utility billing receipts and meter reading entry.
20. Assists Utility Billing Specialist with utility bills, reviews for accuracy, separates and mails in a timely manner.
21. Initially discusses billing matters with customers and refers complaints and other utility business matters to Utility Billing Specialist.
22. May assist Utility Billing Specialist by setting up new accounts in billing software, processing ownership change of services, requesting work orders when needed, and following up on meter changes, meter reading problems, etc.
23. Tracks monthly recurring receipts, such as COBRA payments, motor vehicle excise tax, lodging tax, and tower leases; calculates and prepares associated check requests.
24. Tracks police forfeiture receipts and prepares check requests when disbursement is authorized.

25. Assists the building inspection department with permit processing and disbursing, scheduling, inspections, etc.
26. Assists staff with essential municipal finance functions.
27. Performs other duties as assigned by the supervisor or apparent.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of the standards and methods of customer account maintenance using an automated accounting system.
2. Knowledge of automated billing and cash receipting systems, practices, and procedures.
3. Skill in operating office equipment including operation of automated utility billing and cash receipting systems, word processing, and spreadsheet programs.
4. Ability to type and enter information with speed and accuracy.
5. Ability to maintain accurate records.
6. Ability to operate a multi-line telephone, fax, and email.
7. Knowledge of City services, operations, and procedures.
8. Knowledge of City ordinances.
9. Knowledge of accounting practices and procedures, including Generally Accepted Accounting Principles (GAAP) and Governmental Standards Board (GASB) rules and regulations.
10. Knowledge of billing practices and records maintenance.
11. Ability to perform mathematical calculations, detect errors, analyze financial data and balance accounts.
12. Ability to prepare detailed financial reports and maintain accurate records.
13. Ability to make decisions in accordance with established policies and procedures.
14. Ability to be flexible and adapt to changing priorities and assignments.
15. Ability to work cooperatively with all city employees towards the common goal of providing high quality services.

16. Ability to communicate effectively and tactfully, both orally and in writing with the supervisor, city employees, and the city's customers.
17. Ability to manage multiple assignments and priorities to ensure the fulfillment of projects, tasks, and responsibilities.
18. Ability to demonstrate a commitment to provide and require excellent customer service through cooperative team and individual efforts.
19. Ability to provide suggestions, advice and support to supervisor, other city employees, and the city's customers.
20. Ability to exhibit excellent interpersonal and human relationship skills.
21. Ability to assist fellow employees with developing and implementing programs and objectives to improve departmental and city-wide efficiency.
22. Exhibits behavior consistent with the mission, vision and values of the City of Baxter.
23. Furthers the mission, vision and values of the city through excellent customer service, creative problem solving, decision-making, and stewardship of city resources.
24. Ability to work both independently and within a team.

REQUIRED QUALIFICATIONS

1. Two Year post-secondary degree in accounting or closely related field.
2. Two years of clerical experience, including data entry, spreadsheet, word-processing and billing or accounts receivable software.
3. Working knowledge of general accounting procedures and strong mathematical aptitude.
4. Any combination of education and experience that provides equivalent knowledge, skills, and abilities will be considered.
5. Demonstrated proficiency with Microsoft Office products.
6. Valid Minnesota driver's license with no suspensions or revocations within three years by date of hire.

DESIRED QUALIFICATIONS

1. Governmental fund accounting experience.
2. Two years of experience in computerized accounting systems.

PHYSICAL REQUIREMENTS

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Work is performed primarily in a standard office environment that includes exposure to computer screens. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Working ability to lift books and drawers weighing up to 20 pounds.

It is the policy of the City of Baxter to provide equal employment opportunities to all persons. All employment policies and practices shall be non-discriminatory in compliance with federal laws, state statute, and local ordinances.

Revised August 2, 2016