

**City of Eastman**

**Job Title: General Clerk**

**GENERAL STATEMENT OF DUTIES:**

Performs varied clerical work of moderate complexity involving considerable public contact, handling payments, answering phones, and maintaining assigned records; completes related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:**

An employee in this class is responsible for performing a variety of clerical duties requiring the application of knowledge and judgment acquired through experience. Duties involve moderately complex record keeping, cash handling, and public contact requiring knowledge of city departments concerned and of practices and procedures. The employee may work without supervision a great deal of the time, but all work is checked for accuracy, judgment, and overall content. Assignments generally follow already learned and established procedures so that assistance is required only for unusually difficult or novel assignments or situations.

**EXAMPLES OF WORK:**

- Receives cash, check, money order, or card payments for outstanding utility bills, taxes, permits, licenses, fines and forfeitures, and miscellaneous accounts.
- Provides receipt of paid bill and returns to customer for each transaction.
- Checks and balances cash drawer against payments received through computer software daily.
- Serves as receptionist for administrative office by answering phones and referring callers to proper individuals.
- Receives requests from customers for new, changed, and discontinued utility services.
- Prepares in and out orders and transmits to the utility department.
- Receives utility deposits, issues receipts, and maintains deposit records.
- Assists customers in filling out applications for business licenses, receives payments, and posts to ledger.
- Maintains up-to-date records of all business licenses.
- Keys miscellaneous bills for city materials and services.
- Performs related duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Good communication and problem-solving skills.
- Knowledge of clerical accounting procedures.
- Ability to learn and keep working knowledge of departmental policies and procedures.
- Knowledge of office terminology, procedures, and equipment.
- Strong computer aptitude and proficiency in Microsoft programs.
- Ability to learn new software programs through training with internal staff.
- Ability to write legibly and succinctly.
- Ability to make mathematical computations and tabulations with speed and accuracy.

- Ability to make decisions in accordance with established laws, regulations, and departmental policies and procedures.
- Ability to use resourcefulness and tact when facing new issues.
- Ability to properly maintain and organize records and files.
- Ability to establish and maintain effective working relationships with fellow employees, supervisors, administration, and the general public.

#### ACCEPTABLE TRAINING AND EXPERIENCE

Candidate must have experience in varied clerical work, some of which shall have involved clerical accounting work and general public contact, and must also have received a standard high school diploma or GED, including or supplemented by courses in typing and general office procedures; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities for this position.

#### APPLICATION

Anyone interested in applying for this position must complete an Employment Application, which can be found online at <https://cityofeastman.com/EmploymentOpportunities.aspx> or obtained at Eastman City Hall, 333 College Street, Eastman, GA 31023.