



City of Milford
Cash Operations Clerk II
Pay Grade: 102

Employment Status: Full-Time

Bilingual in English/Spanish and/or English/Haitian Creole is a plus.

FLSA Status: Non-Exempt

Experience Required: Two (2) years' experience processing payments via check, debit/credit card, cash, and bulk check / electronic payment files; experience handling and counting currency and coin, balancing/reconciling cash drawers and interfacing with customers to provide service and resolve inquiries. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training. Comparable training and experience may be substituted for the minimum qualifications. Must pass pre-employment testing for substance abuse and criminal background. Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware is required. Subject to random drug and alcohol testing according to City policy.

Minimum Education Requirements: High school diploma or equivalent; credit toward relevant coursework with accredited college or university preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Direct Supervisor: Cash Operations & Revenue Supervisor

Supervisory Responsibility: None

Primary Work Location: Office setting. Essential functions are regularly performed without exposure to adverse environmental conditions.

Physical Demands: Sedentary work which requires exerting up to 10 pounds of force. Requires the ability to exert light physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Job Summary: Responsible for accepting live payments from walk-in / drive-through customers, processing physical payments collected in US mail and local drop box and processing electronic payments made via ACH/EFT, credit/debit card, lockbox, internet, kiosk, or other electronic method. Also edits and posts payment reports and prepares bank deposits.

The Cash Operations Clerk II shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service.

Supervision Received: Work is performed under the general supervision of the Cash Operations & Revenue Supervisor.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- A. Actively respond to moderate incoming call volume (and at certain peak times, very high call volume) from citizens, residential and commercial utility customers and taxpayers, vendors, employees and other constituents that often reach the billing and customer service division as the initial point of contact with inquiries spanning any and all of the City's operations and functions; demonstrate active listening skills and patience to determine the needs of all callers and deliver customer service by excellence by either (1) satisfying their question with an accurate response relating to utility and tax billing/collections or (2) routing them to the appropriate division internally once and only once.
- B. Answer phones promptly and address customers with courtesy and professionalism.
- C. Process utility, tax and all other payment types in a timely manner.
- D. Reconcile daily cash batches in a timely manner.
- E. Maintain source documentation to assist with payment application and reconciliation, such as copy of check and account involved with the original receipt, settlement / account transition, lien files, etc.



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- F. Monitor accounts for credit review, payment history, deposit requirements, broken payment arrangements etc. to enforce / recommend credit protections, such as cash only, enhanced deposit, medical-protected load limiter, pre-payment, liens, etc., and maintain current lists of accounts by credit category
 - G. Prepare recommendations for disposition of uncollectible accounts and bankruptcies
 - H. Submit accounts to third-party collection partners and monitor progress, maintain payment activity and record entries for recoveries.
 - I. Prepare manual and system-generated customer notification documents and letters, such as collection notices, bills and bill inserts, payment agreements, etc.
 - J. Manage return checks and other uncleared/disputed/returned payments; follow up with outreach to customers and see issues through to final resolution.
 - K. Run reports using web-based third-party payment processing systems to complete key job functions, such as returned checks/returned payments, payment errors, customer payment inquiries, etc.
 - L. Review credit balance accounts for transfer or processing of refunds.
 - M. Run and process service interruption list/work orders.
 - N. Support the department's routine purchasing process and requisition entry.
 - O. Contact customers as necessary to ensure current, correct account information.
 - P. Box up end of month cash bags in a timely manner.
 - Q. Take and pick up mail from PO Box.
 - R. Open all incoming office mail and run postage/drop outgoing mail.
 - S. Perform related work as assigned

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment: An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- City Code, policy and procedures relating to all utility and tax collection processes.
- Basic accounting practices and terminology.
- Basic understanding of standard office equipment, such as printers, scanners, fax machines, postage meters, folder/stuffer machines, networked voice-over-internet- protocol (VOIP) phones, etc.

Skills

- Clerical - proficient with standard office equipment, such printers, scanners, fax machines, postage meters, folder/stuffer machines, networked voice-over-internet-protocol (VOIP) phones, etc.
- Communication - understand written and verbal communication; able to verbally explain and simplify complex collection policies and procedures to residential and commercial customers and taxpayers.
- Computer - proficient with Microsoft Office applications, including Excel, Word, and Outlook.
- Customer service - interact positively with residents, corporate citizens, customers, vendors, co-workers, members of the public and other stakeholders in a polite and professional manner.

Abilities

- Manually input customer and payment data into the City's utility and tax billing systems.
- Work with computers and required software in an enterprise-wide networked environment.
- Perform basic mathematical operations and calculations with efficiency and accuracy using calculators and spreadsheet applications.
- Understand and perform verbal and written instructions.
- Type at a reasonable rate of speed (at least 40 words per minute) with accuracy.
- Professional and courteous attitude with the general public and interact positively and productively with co-workers, vendors, customers, residents and others.
- Able to multitask.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director:

Employee:

Human Resources Director:
