



## City of Milford Cash Operations Clerk Pay Grade: 2

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**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 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.

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**Job Summary:** The Cash Operations Clerk is responsible for efficiently processing a variety of payments and maintaining accurate financial records. This role involves accepting in-person payments from walk-in and drive-through customers, overseeing physical payments received via U.S. mail and local drop boxes, and processing electronic payments through ACH/EFT, credit/debit cards, lockbox, internet, kiosk, or other electronic methods. The position also includes editing and posting payment reports and preparing bank deposits to ensure accurate and timely financial transactions.

The Cash Operations Clerk is expected to uphold the mission, vision, and values of the City by demonstrating ethical conduct, community stewardship, individual initiative, and providing responsive service.

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**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:

- **Customer Call Management:** Actively responds to moderate incoming call volumes (and high during peak times) from citizens, utility customers, taxpayers, vendors, employees, and other constituents; uses active listening and patience to accurately address inquiries regarding utility and tax billing/collections or to route calls to the appropriate division.
- **Telephone Etiquette:** Answers phones promptly while addressing customers with courtesy and professionalism.
- **Payment Processing:** Processes utility, tax, and all other payment types in a timely manner.
- **Cash Reconciliation:** Reconciles daily cash batches promptly.
- **Documentation Maintenance:** Maintains source documentation (e.g., copies of checks, receipts, settlement files, lien files) to support accurate payment application and reconciliation.
- **Account Monitoring & Credit Review:** Monitors accounts for credit review, payment history, deposit requirements, and broken payment arrangements; enforces and recommends credit



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protections (e.g., cash only, enhanced deposit, pre-payment, liens) while maintaining updated lists by credit category.

- **Collections Recommendations:** Prepares recommendations for disposition of uncollectible accounts and bankruptcies.
- **Third-Party Collections:** Submits accounts to third-party collection partners, monitors collection progress, and records recovery activities.
- **Customer Notifications:** Prepares manual and system-generated customer notification documents (e.g., collection notices, bills, bill inserts, payment agreements).
- **Dispute Resolution:** Manages return checks and other uncleared/disputed payments; follows up with customers to achieve final resolution.
- **Reporting:** Runs reports using web-based third-party payment processing systems to monitor returned checks, payment errors, and customer payment inquiries.
- **Refund Processing:** Reviews credit balance accounts for transfer or processing of refunds.
- **Service Interruptions:** Processes service interruption lists and work orders.
- **Purchasing Support:** Supports the department's routine purchasing process and requisition entries.
- **Account Information Maintenance:** Contacts customers as necessary to ensure current and accurate account information.
- **End-of-Month Procedures:** Boxes up end-of-month cash bags promptly.
- **Mail Handling:** Retrieves mail from the PO Box; opens incoming office mail, processes postage, and dispatches outgoing mail.
- **Other Duties:** Performs 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 proficiency with standard office equipment, such printers, scanners, fax machines, postage meters, folder/stuffer machines, networked voice-over-internet-protocol (VOIP) phones, etc.
- Understands written and verbal communication; ability to verbally explain and simplify complex collection policies and procedures to residential and commercial customers and taxpayers.
- Proficiency with Microsoft Office applications, including Excel, Word, and Outlook.
- Interacts positively with residents, corporate citizens, customers, vendors, co-workers, members of the public and other stakeholders in a polite and professional manner.

### Abilities

- Manually inputs customer and payment data into the City's utility and tax billing systems.
- Works with computers and required software in an enterprise-wide networked environment.
- Performs basic mathematical operations and calculations with efficiency and accuracy using calculators and spreadsheet applications.
- Understands and performs verbal and written instructions.
- Types 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 position. I would like to have a second review of the job description with my manager and human resources.

Department Director: \_\_\_\_\_

Employee: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_