

## City of West Fargo Job Description

**Job Title:** Finance Receptionist / Cashier  
**Reports To:** Finance Director  
**FLSA Status:** Non-Exempt  
**Job Grade:** 26  
**Department:** Finance  
**Approved by:** City Administrator  
**Date Prepared:** June 2012  
**Date Revised:** May 22, 2013

**Summary:** Responsible for portions of the utility billing process & accounts receivable collection along with answering phones and providing assistance to customers in relation to these responsibilities. Carries out responsibilities in accordance with the organization's policies and follows any applicable local, state or federal laws.

Incumbent is given specific work instructions by supervisor on new assignments, but works independently in performing regularly assigned duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Receipt all utility payments received and prepares all deposits for City funds on a daily basis.
- Prepare, scan and maintain payment agreements and other documents as needed for utility billing.
- Assists in maintenance and updates of utility billing accounts.
- Coordination with Utility Billing Technician on account changes, turn-ons / turn-offs/ move-ins move-outs and other reporting items.
- Investigate and follow-up on high water usage reads.
- Assist customers with utility billing questions in person or by phone.
- Responsible for follow through and collection of NSF payments.
- Back up for Receptionist duties.
- Works safely, including attending appropriate training on workplace safety, following safe work practices, identifying and reporting any unsafe work conditions, enforcing and promoting safe work practices and encouraging coworkers to support all areas of work safety.
- Ability to review current policy and procedures and create recommendations on Utility Billing, Accounts Receivable Collections and Credit Card procedures. All recommendations must be reviewed and approved by your Department Head prior to implementation.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Two years of billing, accounts receivable and or clerical experience or an equivalent combination of experience.

**Language Ability:**

Must be able to read, write, speak and comprehend in English. Have the ability to read and comprehend simple instructions, short correspondence, and memos. Must have ability to write simple correspondence and be able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Math Ability:**

Must have ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Have the ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions and be able to deal with problems involving a few concrete variables in standardized situations.

**Customer Service Skills:**

The ability to verbally communicate effectively and, ensure the customer's satisfaction.

**Listening Skills:**

The ability to exhibit patience and understanding while listening and fully grasp what the other person is attempting to say and also has the ability to ask the right questions to obtain clarification in confusing conversations.

**Problem Solving Skills:**

The ability to clear up misunderstandings, provide a customer with the appropriate information and listen intently.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge and experience with Microsoft Office Suite, including Word and Excel. This position also works with Black Mountain utility billing and cash receipting software.

**Teamwork Orientation:**

Position must possess strong teamwork orientation, with the ability to maintain effective working relationships with co-workers, representatives of other departments, organization and the general public as required.

**Certificates and Licenses:**

No certifications required.

**Supervisory Responsibilities:**

None.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.

**Employment Disclaimer:** This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Important Notices:** This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the City of West Fargo. The employee is required to sign this document in the space provided below, acknowledging receipt and comprehension of this job description.

\_\_\_\_\_  
Employee's Name (please print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Name (please print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date