



CITY OF BAKER CITY, OREGON

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CITY OF BAKER CITY'S MISSION STATEMENT

The City of Baker City exists to provide municipal services through efficient, effective, and progressive governance allowing individuals, families, and businesses the opportunity to thrive in a friendly, safe, and dynamic environment. By maintaining trust, respect, and accountability in its day-to-day operations, the city will build on its strengths and creativity.

Classification
BCEA-AFSCME

FLSA Status:
Non-Exempt

Department/Reports To
Administrative Service
Supervisor

Pay Range
B-Step5 \$3,178 - \$3,717

CASHIER/ACCOUNTS RECEIVABLE SPECIALIST

JOB DESCRIPTION

Summary/Objective

The objective of this position is to be the primary contact for the public requiring assistance from the Finance Department and/or those needing general information. This includes receiving and classifying all payments for City services; issuing receipts; preparing bank deposits, daily cash analysis and daily cash balancing. Payments are received in person, over the phone, by mail or via electronic deposit. This position also includes maintaining databases, assessing fees, processing incoming and outgoing mail and reviewing other's work for accuracy.

Essential Functions

1. Answers general inquiries from the public and inquiries regarding utility and other customer accounts. Operates two-way radio communication system to receive and transmit messages.
2. Responds to inquiries from employees, citizens and others at the counter and the phone and refers inquiries when necessary, to appropriate persons.
3. Receives incoming revenue by mail, in-person and over the phone which is deposited into the City's various funds. Operates a cash register and credit card terminal to receive and

process payments from public including making change as needed and issuing receipts. Processes daily revenue received by mail.

4. Classifies all revenue by determining appropriate customer account and appropriate general ledger account coding. Applies accounts receivable payments to customer accounts in the accounts receivable system.
5. Prints end-of-day cash receipt reports from accounting system. Balances daily receipts to the report and prepares deposit. Completes “turnover” when reconciliation process is complete.
6. Completes routine filing for Finance.
7. Operates various office machines in performance of assigned tasks, such as copy machine, multi-line phone system, 10-key, and computers requiring knowledge in word processing, spreadsheets, permit processing software, scanner, etc.
8. Works harmoniously and effectively as a positive, cooperative, team-oriented member with public, co-workers, subordinates, and supervisors.
9. Maintains City’s central petty cash drawer including dispersing and replenishing funds.
10. Maintains the required standard of confidentiality for departmental and City-wide issues.

Other Identified Task Statements/Duties

1. Performs various general clerical tasks (e.g., typing, data-entry, photocopying, answering telephones). Performs other departmental tasks in support of department personnel as workload and staffing levels dictate.
2. Maintain proficiency by attending training and meetings, reading job-related materials and meeting with others in areas of responsibility.
3. Maintain work area in clean and orderly manner.
4. Works cooperatively with in-house staff to cover office and other support staff needs including phones, receptionist, and other routine clerical tasks.

The following knowledge, skills and abilities must be possessed or individual must be able to explain and demonstrate that s/he can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills and abilities.

Knowledge, Skill, and Abilities

Knowledge:

- Computers and electronic data processing;
- Business English, grammar, spelling, punctuation and composition;
- Public relations methods and policies;
- Office practices and procedures;
- Accounting practices and procedures;
- Basic mathematics;
- Terminology and codes related to the building trades;
- Applicable City, State and Federal codes, regulations, policies and procedures;
- Basic principles and practices of building and related ordinances

Skill:

- Operation of computer, word processing, spreadsheets, permit processing software;
- 10 key ability;
- Cash register;
- Merchant credit card terminals;
- Operation of copy machine, fax machine, telephone;
- Postage meter operation;
- Typing 40 wpm;
- Recognizing significant technical details

Ability to:

- Deal with public courteously, effectively, in friendly, positive, and helpful manner including in adverse situations;
- Work harmoniously and effectively with co-workers, subordinates and supervisors;
- Maintain effective working relationships with building owners, architects, contractors and the general public;
- Understand and follow oral and written instructions;
- Perform basic arithmetic functions;
- Receive cash and make change;
- Perform recurring tasks with little supervision;
- Complete new tasks with limited supervision;
- Mentally handle verbal abuse from public;
- Demonstrate well developed personal qualities of persuasion, patience, perseverance, thoroughness, firmness, flexibility, understanding, and independent decision making;
- Learn licensing policies and procedures;
- Learn departmental record and filing system;
- Learn departmental rules and regulations and policies;
- Learn pertinent city ordinances and resolutions and their application to departmental tasks;
- Perform essential functions of this position with or without accommodation;
- Make decisions independently in accordance with established policy;

- Learn Windows software and other personal computer programs and software;
- Maintain professional demeanor, remain composed and effective;
- Work under pressure and time constraints;
- Organize and plan own work schedule to meet workflow demands in timely\efficient manner, and coordinate inspection schedules;
- Maintain confidentiality on organizational/departmental records/information;
- Efficiently communicate and cooperate verbally and in writing, with public, staff, business community and development entities;
- Prepare and maintain correspondence, files, reports, and statistical information;
- Read, interpret and apply work related codes, ordinances, legal property descriptions, and other regulations and guidelines governing the building permit processes;
- Read and interpret maps, drawings, and blueprints;
- Perform research and make independent investigations of assigned problems.

Tools and Equipment Used:

Computer, cash register, 10-key calculator; merchant credit card terminals, phone system, copy and fax machine, scanner and postage machine.

Supervisory Responsibility:

There are no supervisory responsibilities with this position.

Supervision Received:

Works under the general supervision of the City’s Admirative Services Supervisor who assigns non-routine tasks and reviews work for conformance to departmental policies and procedures.

Work Environment:

The noise level in the work environment is usually quiet; standard office atmosphere; may be subjected to occasional verbal abuse from public and occasionally may require a small amount of overtime.

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 work is performed mostly in an office setting. While performing the duties of this job, the employee is frequently required to sit and talk, walk, hear, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds, kneel, bend, stand, push, and pull, and drive a motor vehicle. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

Minimum Qualifications:

One year of experience in office administrative/clerical practices; demonstrated ability to deal with public courteously and effectively in friendly, positive, and helpful manner; or any combination of education and experience which demonstrates provision of the knowledge, skills, and abilities listed above. Minimum typing of 40 wpm.

IN ADDITION: No employee shall impose a direct threat to him/herself or others.

Selection Guidelines:

Formal application, supplemental application, rating of education and experience; oral interview and reference check; job related tests may be required.

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.

EEO Statement: *Baker City is an equal opportunity employer, and as such, we consider individuals for employment according to their abilities and performance. Employment decisions are made without regard to age, disability, race, color, national origin, religion, sex, sexual orientation, veteran status, military status, association with members of a protected class, marital status, injured worker status, union participation, non-supervisory family relationships, or any other protected class or work relationship. All employment requirements mandated by State and Federal laws and regulations are observed.*

Director _____ HR _____

By signing below, I understand the requirements, essential functions and duties of this position.

Employee: _____ Date _____

Position date: 6/18/2020

Revision date: 9/28/2021