



City of Milford
Customer Service Clerk
Pay Grade: G03

Employment Status: Full- Time

FLSA Status: Non- Exempt

Experience Required: Five 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

Direct Supervisor: Cash Operations & Revenue Supervisor

Supervisory Responsibility: None

Primary Work Location: Office setting

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 Customer Service Clerk 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 Customer Service Supervisor.

Essential Job Functions:

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

- A. Assist walk-in and drive-through customers promptly with courtesy and professionalism.
- B. Answer phones promptly and address customers with courtesy and professionalism.
- C. Process utility, tax and all other payments (BP, OL, PZ, AR) 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.
- 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.



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- 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. Contact customers as necessary to ensure current, correct account information.
 - O. Box up end of month cash bags in a timely manner.
 - P. Take and pick up mail from PO Box.
 - Q. Open all incoming office mail and run postage/drop outgoing mail.
 - R. Take deposits to bank and pick up drop when needed.

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.
- Perform basic mathematical operations and calculations with accuracy.
- 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 Administrator:
