



City of Milford
Cash Operations Clerk, Senior
Pay Grade: 3

Employment Status: Full-Time

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

FLSA Status: Non-Exempt

Experience Required: Three (3) 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, ICS-200 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; occasional temporary leadership duties as assigned

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: The Cash Operations Clerk, Senior is responsible for receiving and processing payments from walk-in and drive-through customers, as well as handling physical payments received via U.S. mail and local drop boxes. This role includes processing electronic payments made through ACH/EFT, credit/debit cards, lockbox, internet, kiosks, or other electronic methods. The Clerk edits and posts payment reports and prepares bank deposits. Additionally, the Cash Operations Clerk, Senior supports billing operations, leads special projects, responds to escalated customer and key account inquiries, recommends process improvements, conducts internal training, and provides temporary leadership in the absence of the Cash Operations & Revenue Supervisor.

The Cash Operations Clerk, Senior upholds the mission, vision, and values of the City through ethical conduct, community stewardship, 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:

- **Customer Service & Call Handling:** Actively responds to moderate (and, during peak times, high) incoming call volumes from citizens, utility customers, taxpayers, vendors, employees, and other constituents by using active listening skills to accurately determine caller needs and either provide a precise response related to utility and tax billing/collections or route them appropriately.
- **Payment Processing:** Processes utility, tax, and other payment types promptly, ensuring timely and accurate transactions.
- **Payment Reconciliation & Documentation:** Reconciles daily and monthly cash post listings efficiently while maintaining thorough source documentation to support accurate payment application and timely reconciliations.



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- **Account Monitoring & Credit Protections:** Monitors accounts for credit review, payment history, deposit requirements, and broken payment arrangements; enforces and recommends credit protections (such as cash-only, enhanced deposit, pre-payment, or liens) and maintains current lists of accounts by credit category.
- **Collections Management:** Prepares recommendations for handling uncollectible accounts and bankruptcies; submits accounts to third-party collection partners, monitors collection progress, and records recovery activities.
- **Customer Notifications & Dispute Resolution:** Prepares manual and system-generated customer notifications (e.g., collection notices, bills, bill inserts, payment agreements); manages return checks and other disputed/returned payments, following up with customers until issues are resolved.
- **Payment Reporting & Refund Processing:** Runs reports using web-based third-party payment systems to monitor returned checks, payment errors, and customer inquiries; reviews credit balance accounts for transfer or processing of refunds.
- **Service Interruptions Processing:** Runs and processes service interruption lists, and work orders related to billing or payment issues.
- **Purchasing & Account Information Maintenance:** Supports routine purchasing processes and requisition entries; contacts customers as necessary to ensure account information is current and accurate.
- **Mail Handling & Processing:** Retrieves incoming mail from the City's PO Box and delivers outgoing mail; opens incoming office mail, manages postage, and processes outgoing mail.
- **Escalated Inquiry Response:** Actively addresses customer inquiries escalated from Billing Clerk II and Cash Operations Clerk II employees, ensuring issues are resolved efficiently.
- **Policy & Procedure Improvement:** Supports continual improvements by documenting policies and procedures and communicates observations and opportunities for improvement to the Supervisor.
- **Training & Knowledge Transfer:** Participates in advanced and supplemental training and conducts training sessions for Billing Clerk II and Cash Operations Clerk II staff as assigned.
- **Accounting & Reporting Support:** Assists with the department's accounting and reporting requirements, ensuring accurate and timely information flow.
- **Special Projects & Temporary Leadership:** Leads special projects, sub-projects, and tasks by coordinating with vendors, consultants, auditors, and City staff; serves as a temporary departmental supervisor, subject matter expert, or process lead as needed.
- **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

- Proficient 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.
- Proficient 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.



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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.
- Demonstrates the ability and tenacity required to complete a project or process from start to finish as well as the resilience to overcome challenges throughout.
- Demonstrates leadership through effective, consistent application of all duties and abilities of the Cash Operations Clerk II position.
- Temporarily oversees the departmental operations, billing operations, or sub-departmental operations with tact and composure.
- Able to multitask.

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: _____