

Position Title: Account Clerk II (Base Description)

Statement of Duties

The Account Clerk II is responsible for providing customer support and clerical assistance to the Department. Work includes collecting and verifying information, processing information, and maintaining and updating records and files; other related work, as required.

Supervision

Work is performed under the general supervision of the Department Head and/or Supervisor. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The Supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the Supervisor for further instruction. Reviews and checks of the employee's work are conducted to keep the Supervisor aware of progress.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in delay or loss of service, and/or adverse public relations.

The employee has constant contact with the public in person, on the phone, and via computer. The purpose for contact is to explain policies and procedures, and respond to inquiries. Employee also has contact with other town departments, outside agencies and organizations, business owners, and property owners and potential buyers. The purpose for contact is to give or receive information and assistance, and coordinate and perform work.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a typical office setting, and is required to talk/listen, use hands, and reach more than 2/3rd of the time; sit, stand, and walk up to 2/3rd of the time; and stoop, kneel, and crouch up to 1/3rd of the time. Employee occasionally lifts up to 10 lbs., and seldom lifts up

to 30 lbs. Normal vision is required for the position. Employee is exposed to disgruntled taxpayers. Equipment used includes office tools, equipment, and computers.

Education and Experience

A candidate for this position must have a High School diploma or equivalent, and at three (3) years of office experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of:

Office practices and procedures, familiarity with town government, familiarity with department regulations, policies and procedures.

Skill in:

Written and oral communication, customer service skills, computer skills (Microsoft Word, Power Point, Excel, scanning), organizational skills.

and Ability to:

Maintain accurate records and prepare correspondence, and provide information and assistance to the public, effectively handle difficult situations.

Position Title: Account Clerk II – Natural Resources (Also See Base Description)

Position Functions

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Acts as primary Customer Service Representative.
2. Issues shellfish permits as well as parking stickers, prepares related reports.
3. Assists in preparing Town reports.
4. Assists in maintaining office files and a variety of other records.
5. Assists the Department Administrative Assistant with the administrative aspects of managing the town's mooring system.
6. Coordinates all administrative aspects of the town's dinghy dock and dinghy rack storage system to include billing, location assignment, and maintenance of waiting lists and file documents.
7. Answers the telephone and gives general information in response to public inquiries.
8. Performs other similar or related duties, as required or as situation dictates.

Position Title: Account Clerk II – Town Clerk (Also See Base Description)

Position Functions

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Employee has access to confidential information of the Town Clerk's Office including but not exclusive to restricted records and legal filings.
2. Increases in workload can usually be planned for in advance. Employee is required to work outside of normal business hours to attend meetings or assist with elections.
3. Issues certified copies of documents as requested.
4. Processes and maintains voter records, assists in preparation precinct boxes and all materials necessary for elections.
5. Issue dog license and provides information to the Department of Natural Resources.
6. Processes payment parking tickets.
7. Processes census forms; maintains and updates computer and manual records, mails notification and correspondence letters as required by law.
8. Prepares, records and maintains records pertaining to business licenses: sends renewal notices.
9. Answers phones for the Town Clerk's Office, responds to questions and requests, takes messages, transfers calls, and makes referrals.
10. Receives and processes payments to the department for license and permit fees.
11. Prepares correspondence as directed and required by law.
12. Has access to the Town Seal for official use.

Town of Bourne

13. Prepares, issues, and receives payment for licenses, certificates, and permits, maintains records of all transactions.
14. Maintains accurate records for department. Posts information for town board and committee meetings, maintains records of meetings and minutes of meetings; assists with the receipt, processing and responses to Public Records Request on the online portal.
15. Attends training and seminars as appropriate to keep current with the duties and responsibilities of the position.