

MAJOR FUNCTION

This is responsible clerical work in collecting and processing residential/commercial payments, often requiring extensive public contact in handling specialized, difficult or problematic transactions. Work is performed with considerable independence and under the general supervision of an operations manager. Work is reviewed through observation and inspection for accuracy through internal controls and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Process payments made by residential and commercial customers for fees imposed or services provided by the City of Tallahassee. Assists customers referred from subordinates due to complexity of accounts or customers seeking satisfaction at a higher level of administration. Works closely with subject matter experts in gathering information, and performing the research that leads to customer resolutions. Coordinates the collection of delinquent balances, processing of return checks, and credit arrangements. Researches account balances and makes adjustments as needed. Maintains multiple revenue systems with interfaces into various enterprise management systems. Works with superiors in locating and identifying problems or internal control deficiencies within Revenue Division. Demonstrates exceptional patience and skill in dealing with the public in order to create a favorable impression. Performs related work as required.

Other Important Duties

Participates in developmental/training opportunities as scheduled by supervisor. Assists in developing policies and procedures for office. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of cashiering, revenue collection, banking/cash handling, and accounting procedures. Considerable knowledge of existing collection methods and procedures. Considerable knowledge of the interfaces into the cashier system for data processing, reconciliation, and transaction history. Ability to work under pressure and maintain a high level of accuracy. Ability to follow complex orders and/or written instructions. Ability to establish and maintain a good working relationship with peers, supervisors, and the general public. Ability to maintain and analyze records, to prepare complex reports. Ability to exercise good independent judgment in making decisions. Ability to communicate effectively and concisely, orally and in writing. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and four years of staff, administrative, or professional experience that includes credit and collections, utility billing, utility accounts systems, or customer service; or possession of a bachelor's degree in accounting, finance, or a related field; or an equivalent combination of training and experience.

Established: 04-25-20