



Job Title: Clerk II
Department: Treasurer/Collector
Hours: Up to 39 hours per week may include nights and weekends as needed
Salary: \$24.11 - \$26.72 per hour
Contract: Local 22 Unit B, Group 4

DESCRIPTION:

Working under the direction of the Treasurer/Collector, the Clerk II is responsible for assisting in the administration and collection of revenues for the City of Revere. He or she will respond effectively to questions about the status of unpaid bills and citations, collect payments and process transactions accurately.

ESSENTIAL FUNCTIONS:

- Assists the public in understanding and settling unpaid obligations to the City of Revere.
- Accurately collects and processes payments.
- Maintains an error free record of all transactions.
- Answers the public's questions in a courteous, respectful and professional manner.
- Follows up on any resident complaints or concerns related to the Collector's Office Functions.
- Receives and correctly applies payments for Real Estate Taxes, Personal Property Taxes, Water and Sewer Rates, Motor Vehicle Excise Taxes and 40u payments.
- Accurately reconciles all payments and their cash draw at the end of each day.
- Reconcile the online payments that were received from either the online portal or ACH.
- Reconcile all the income for the month to complete the monthly report.
- Reconcile all the accounts by category and report them monthly.
- Apply the 40U payments to the correct account and reconcile the 40u tickets and penalties with the Health Department and transfer 40u back to ISD upon approval.
- Interact with the water and sewer department to understand the billing process along with the consumption.
- Work with various departments in the City to make certain that every parcel has been correctly charged and assessed.
- Generate municipal lien certificates.
- Generate the end of month reports for various collected amounts and the receivables that remain outstanding.
- Make certain that the applicable Massachusetts General Laws are adhered to.
- Performs other related duties as required.

QUALIFICATIONS:

- Three to five (3-5) years experience with billing and collections ideally within a municipality; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- One to three (1-3) years of customer service experience required
- High school diploma or equivalent required, bachelor's degree in business, accounting or similar field preferred.
- Ability to speak Spanish preferred.
- Revere residency preferred.

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.

While performing the duties of this job, the employee is regularly required to use hands, fingers, required to lift boxes less than 25lbs. The employee is required to stand, walk, and occasionally run short distances. Specific vision abilities required by this job include close vision, distance and peripheral vision, depth perception, and the ability to adjust focus.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Candidate will be expected to learn standard operating procedures utilized by the collections department.
- Knowledge of personnel and business management techniques; knowledge of accounting and record keeping techniques.
- Knowledge of the land management process.
- Knowledge of MUNIS and Govern software strongly preferred.
- Knowledge of Windows operating systems as well as common commonly used software such as the Microsoft Office suite of products including but not limited to Microsoft Word, Excel and PowerPoint.
- Knowledge of computer applications and use of the Internet, including printer use, and various browsers including Google Chrome as well as cloud software such as Google apps, Dropbox, etc.

Abilities:

- Ability to perform cashier duties.
- Ability to formulate excel spreadsheets to analyze data.
- Ability to learn new skills easily including new computer software.
- Ability to work effectively and accurately under pressure in a fast-paced environment.
- Ability to use office equipment such as telephones, copiers, scanners, fax machines, and printers, including basic troubleshooting.
- Ability to communicate effectively both verbally and in writing.
- Ability to work collaboratively with diverse teams, as well as establish and maintain effective working relationships with co-workers, patrons, community organizations, and other stakeholders.
- Ability to be customer-focused, friendly, able to handle situations with discretion and tact, takes initiative, is resourceful, and practices good judgment, both individually and as part of a team.
- Ability to adapt to change without impacting productivity.

Skills:

- Excellent mathematical and organizational skills.
- Creative thinking, listening and problem-solving skills.
- Skilled at developing and maintaining interpersonal relationships.
- Strong verbal and written communication skills.
- Possesses strong time management and organizational skills.

PHYSICAL ENVIRONMENT:

Work is primarily performed in an office environment. The work involves sitting, standing, walking and stooping. The employee may be required to lift objects such as files, boxes of papers, office supplies and office equipment weighing up to 30 pounds. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. With the compactness of space and accessibility, the need to respond to competing needs or resolve conflicts is frequently stressful. Equipment used includes personal computers, office machines, and audio-visual equipment.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

EQUAL OPPORTUNITY EMPLOYER:

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.