



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 7-1-1 or 800-253-0191

CUSTOMER SERVICE ASSOCIATE CLERK TREASURER OFFICE

POSTING DATE: July 23, 2015

RATE OF PAY: \$19.01/hour

EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: August 6, 2015

POSITION STATUS: Regular Full Time

CLASSIFICATION GRADE: 14

UNION: AFSCME

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

Responsible for providing courteous, attentive and accurate responses to all customer inquiries/problems regarding various Clerk Treasurer and other City services through phone contact and office visits in a professional, timely, and friendly manner. Position is responsible for processing initial Clerk Treasurer business transactions including, but not limited to cash receipts, recording, and collections.

ESSENTIAL JOB FUNCTIONS:

- Prepare, process, index and file all paperwork and reports associated with the provision of services in the Clerk Treasurer Office, including but not limited to birth, death and marriage certificates; permits and licenses; UCC and lien records; collection, processing and deposit of various payments, etc.
- Respond to basic inquiries and complaints regarding Clerk Treasurer and other City services in a professional, timely, and friendly manner.
- Refer more complex questions, complaints, and concerns to Customer Service Supervisor, other appropriate person or City Department in a professional, timely, and friendly manner.
- Perform basic bookkeeping duties including, but not limited to verifying cash receipts, reconciling cash drawer to deposit, accurate data entry, and daily cash deposits.
- Perform office and clerical duties including, but not limited to filing; copying; word processing; scheduling conference rooms; answering and routing telephone calls; and metering and routing mail.
- Provide support for Tax Collection, Elections, Land Records and City Council matters, as assigned.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- High School Diploma or equivalent and minimum of one year of experience in an office environment that includes customer service and bookkeeping required.
- Satisfactory completion of skill tests in typing (minimum of 40 wpm), bookkeeping/mathematics, word processing and spreadsheet software, and 10 key calculators.
- Must be able to work independently and as part of the customer service team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt, and courteous service.
- Must be able to operate standard and computerized office equipment.
- Must be able to post data and make rapid, accurate mathematical computations.
- Municipal government experience preferred.
- Proficiency in Microsoft Office products and Paradox preferred.
- Must be able to occasionally work overtime, nights and weekends.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR .

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.