

POSITION: ACCOUNT CLERK
LEVEL: GRADE 7 \$13.78 - \$19.91
DEPARTMENT: PARKS RECREATION & BEACHES

FUNCTION: Assists with processing, scheduling and collecting fees for field permits and park use requests. Responsible for payroll, data entry, customer service and related clerical support for the department.

SUPERVISION RECEIVED: Works under the supervision of the Director of Recreation and Parks and his/her designee.

SUPERVISION EXERCISED: None.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Provides assistance to internal and external customers of the department, including members of the public, staff of the City, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization while referring more complex issues to technical, professional or management staff. Assists with requests for use of park land and facilities, and enters into department and city database systems. Files and compiles related reports. Compiles, processes and enters data for payroll. Performs a variety of department clerical functions including data entry, into spreadsheet and database application. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS: Knowledge of standard office procedures, practices, forms and equipment. Ability to prepare routine to complex correspondence and reports utilizing office equipment such as computers, calculators, telephone, etc. Ability to interact effectively and tactfully with a wide variety of individuals including management personnel, other department staff, outside professionals and members of the public. Ability to communicate clearly and concisely with others, both verbally and in writing. Ability to prioritize multiple tasks and deal effectively with interruptions. Ability to perform detailed work accurately and efficiently within strict deadlines. Knowledge of office, assessment and billing procedures equivalent to graduation from high school, specialized courses and two to three years of related experience. Ability to learn and operate MUNIS computer system.

EDUCATION AND EXPERIENCE: Graduation from a high school or GED equivalent and experience with general office procedures such as typing, filing and data processing; or any combination of education and experience. Must be computer literate. Ability to access, input and retrieve information from a computer.

SPECIAL REQUIREMENTS: Must have a Criminal Offender Record Information (CORI) check, mandatory by MGL Chapter 6 Sec. 172C

TOOLS AND EQUIPMENT USED: Personal computer, including word processing software, calculator, telephone, typewriter, fax and copy machines.

ENVIRONMENTAL STANDARDS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed mostly in office settings. Normal office environment, not subject to extremes in temperature, noise, odors, etc; frequent interruptions to assist customers in the office or by phone; intermittent standing to assist customers in the office; may spend extended periods at terminal, on telephone or operating other office machines requiring eye-hand coordination and finger dexterity; regular lifting and carrying of files, documents, records.

SELECTION GUIDELINES: Formal application; rating of education and experience; oral interview and reference check; and job-related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.