



BILLING AND COLLECTIONS CLERK I POSITION DESCRIPTION

The Billing and Collections Clerk I position reports to the Town Clerk.

Statement of Duties and Responsibilities:

- Opens and closes the office.
- Collects payment for Town services from customers and drop box.
- Delivers, collects, stamps and distributes daily mail from Post Office.
- Faxes and copies documents for customers.
- Performs daily closing and balance of payments and receipts for deposit for web payments, credit card payments, checks, and cash; after which, is delivered to the Town Clerk for signature.
- Keeps record of payments for arrangements and vouchers received from financial assistance.
- Opens customer accounts using the Town's computer operating system.
- Communicates with other departments concerning Town services via Facility Dude.
- Answers phone calls and takes messages.
- Responds to citizens' concerns and complaints.
- Assists Town Clerk with cemetery responsibilities.
- Assists staff with clerical needs.
- Updates collection batches daily and runs necessary reports.
- Manages customer abatements to include; preparing letters and updating journal of accounts.
- Orders office supplies for Town Hall.
- Manages newspaper articles relevant to the Town.
- Performs other related duties as assigned by the Town Clerk and Town Administrator.