



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: CASHIER COLLECTION CLERK

BARGAINING UNIT: [CIV BARGAINING](#) CODE NUMBER: 5170

PAY RANGE CODE: [00165](#) REVISION DATE: 3/17/16

NATURE OF WORK:

This is detailed cashier and collections work for the Revenue Division of the City of Omaha Finance Department. Work involves receiving monies for payment of bills, fees, and parking tickets; preparing reports and deposits; and maintaining routine revenue records. The incumbent works with City departments in tracking all overdue receivables and bad checks, and contacts the customers for payment. The use of courtesy and tact is necessary in communicating with citizens. Work requires the use of independent judgment in the interpretation of regulations, although decisions made are limited to established departmental policy. General supervision is received from an assigned supervisor.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Receives and counts cash and negotiable instruments for payment of bills, citations, tickets and fees.

Enters daily transactions into a computer system.

Balances and prepares daily deposits of cash, checks, and credit cards.

Answers complaints and questions from the general public.

Responds to customer or staff needs over the telephone or via email in an effort to solve customer issues regarding billing or payment inquiries.

Reviews customer inquiries using judgment in issuing a credit in accordance with guidelines provided.

Documents all pertinent information acquired from the customers.

Provides debt resolutions such as helping the customer arrange a payment plan in accordance with guidelines provided.

Processes Past Due Notices in accordance with payment schedule.

Processes bad checks including contacting the payer and preparing journal entries to record the returned checks.

Transfers accounts to the collection agency and adjusts accounts receivable totals. Works with the collection agency and tracks their monthly progress with collections.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the standard principles and practices of cashiering and collections.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to maintain records and to prepare reports and summaries.

Ability to post and file numerical data rapidly and accurately.

Ability to perform basic mathematical computations to include addition, subtraction, multiplication and division accurately and quickly.

Ability to communicate effectively verbally, in person, over the telephone, and electronically with colleagues, members of the public and outside agencies to answer questions and solve issues.

Ability to work under pressure with frequent interruptions and interact with customers who at times may be irate and difficult.

Ability to effectively use computer software applications (spreadsheets, databases, word processors, e-mail, etc.).

Ability to support and provide equitable service to all customers.

Ability to maintain customer confidentiality.

Ability to move objects weighing up to forty (40) pounds up to 33% of the time, objects weighing up to twenty (20) pounds from 34-66% of the time, and to move objects weighing up to ten (10) pounds from 67-100% of the time.

Ability to communicate effectively, orally and in writing.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to walk or sit from 51 to 75% of the time; to stand from 26 to 50% of the time; and to reach, bend, stoop, squat, kneel, and pull up to 25% of the time.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school diploma or its equivalent

AND

One year of experience in accounts receivable relating to managing incoming payments and handling delinquent accounts

OR

An equivalent combination of experience and education.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Calculator

Coin Sorter/Counter

Telephone

Check Endorser

Computer

Electronic Credit Card Processing Terminal

Copy Machine

Facsimile Machine

Previous Revision Date(s):

11-23-11