

CITY OF TUPELO

Job Description

TELLER

EXEMPT (Y/N): No

SALARY LEVEL:

LOCATION: Water & Light -Collections Office

SHIFT: 8-Hour

DEPARTMENT: Water & Light -Collections

SUPERVISOR: Director

SUMMARY

Collects cash or checks for payments from customers for utility services. Records transactions on cash register and issue receipts plus issue any change due to the customer. Explains charges on bill to customer and initiates action to adjust complaints.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Collects revenue for electricity on a daily basis.
- Collects revenue for water and sewage on a daily basis.
- Issues receipts and any change due to the customer after receiving payments.
- Balances cash drawers at the end of the day.
- Collects customer deposits for service connection.
- Mails out late notices to customers.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND OR/ EXPERIENCE:

- High school graduate or equivalency required. ○ Experience in general office and clerical work. ○ Good public relations skills; computer literate. Must complete Works Keys Certificate with a minimum score of Silver. Related education and related experience may be substituted on an equal basis

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LANGUAGE SKILLS:

- Ability to follow oral and written instructions. ○ Ability to respond to common inquires and complaints.
- Ability to spell and understand English.

MATHEMATICAL SKILLS:

- Ability to make mathematical calculations rapidly and accurately and write legibly.
- Ability to calculate percentages.

REASONING ABILITY:

- Ability to exercise good judgment and discretion with regard to Departmental policies and procedures.

CERTIFICATES LICENSES, REGISTRATIONS:

- Valid driver's license from state of residence.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to stand, sit, walk, talk, hear, use hands to finger, stoop, kneel or reach with hands and arms. On various occasions employee will be required to lift up to 50 pounds. Specific vision required by this job includes close vision, color vision, depth perception and the ability to adjust to focus.

WORK ENVIRONMENT:

While performing the essential functions of this job, the employee works primarily in an office environment constantly receiving inquiries and payments from customers. This environment on occasion becomes very frenzied and stressful.

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