



# **Job Title:** **Scanning/Filing Clerk**

**Status:** Nonexempt

**Date:** February 16, 2021

**Written By:** Heather Russell

**Department:** Central Services

**Immediate Supervisor:** City Clerk

**Revised:**

**Revised By:**

**Grade:** A

**Salary Range:** \$13.13 - \$15.62

## **SUMMARY**

Under the general direction of the City Clerk. Scans and indexes City documents, files City documents, processes utility payments for customers, answers telephone and directs telephone calls, processes customer utility deposits, takes payments for building permits, business licenses, animal licenses, etc.

## **RESPONSIBILITIES AND DUTIES**

Note: This list is neither absolute nor restrictive, but indicates approximate responsibilities and duties, which may be redefined pursuant to operational needs.

### **1.0 Scans and Indexes City Documents**

- 1.1 Prepares documents to be scanned into Records Management System.
- 1.2 Scans documents into Records Management System.
- 1.3 Indexes scanned documents for easy retrieval.
- 1.4 Prepares files for destruction based on Missouri Records Retention schedules.

### **2.0 Organizes and Files documents**

- 2.1 Prepares documents to be filed.
- 2.2 Updates organization system for filing documents.
- 2.3 Creates efficient methods for document filing.

### **3.0 Customer Service**

- 3.1 Receive utility bill payments and payments for other services provided.
- 3.2 Receive fees for animal licenses.
- 3.3 Answer a variety of questions related to City business.

### **4.0 Perform clerical duties.**

- 4.1 Answer and place telephone calls.
- 4.2 Transcribe and compose documents.
- 4.3 Maintain animal license data base.
- 4.4 Responsible for utility locates.

4.5 Maintain newspaper articles pertaining to City-related information.

4.6 Assist with the Welcome Wagon bags.

5.0 Processes utility payments.

5.1 Enter customer account information and changes into computer, including names, addresses and other information.

5.2 Generate and print duplicate utility bills upon request.

5.3 Send bills to customers upon request.

5.4 Respond to customer inquiries pertaining to utility bills.

5.5 Credit customer account by entering amount received from customer into computer.

5.6 Issue letters to utility customers concerning electrical, water or sewer problems.

5.7 Create work orders for a variety of customer requests.

6.0 Communicate with City crews using two-way radio.

7.0 Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

1. Must be at least 16 years of age.
2. High school diploma or GED equivalent.
3. Must be bondable.
4. Demonstrate ability to type.
5. Demonstrate ability to understand and accurately follow oral and written instructions.
6. Good work history and attendance record.
7. Good computer skills and a working knowledge of Microsoft Office.
8. Must be able to lift at least 20-30 pounds.