

TOWN OF WINSLOW, MAINE
Position Description

CLERK

DISTINGUISHING FEATURES OF WORK

This position requires a working knowledge of posting information to the Town's computer operation. The employee in this position must have data entry skills, the ability to process information quickly, and the ability to deal with the public.

All employees of this class are responsible for providing customer service through answering telephone inquiries and providing service at the counter. The employee will need to know how to process tax payments, excise taxes, and properly fill out licenses and certificates. This position requires accuracy and the ability to work under stressful situations with customers who are impatient while waiting for service. People skills are essential.

EXAMPLES OF WORK (Illustrative only)

- ◆ Answer telephone courteously, properly answer questions, handle complaints, and relay messages.
- ◆ Process car and truck registrations.
- ◆ Fill out certificates and various licenses correctly.
- ◆ Do accurate daily cash-ups.
- ◆ Answer customers' inquiries.
- ◆ File necessary paperwork correctly.
- ◆ Process sewer fee collections.

REQUIREMENTS OF WORK

- ◆ Skills in counting money, making change, and making mathematical computations rapidly and accurately.
- ◆ Proficiency in the use of a computer.
- ◆ Ability to establish and maintain effective working relationships with co-workers and to be a team player.
- ◆ Ability to maintain a positive attitude and take direction.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a standard high school, including or supplemented by courses in business math, computer training. Computer literacy is a plus.