



JOB DESCRIPTION

JOB TITLE: Customer Service Clerk **DEPARTMENT:** Town Clerk's Office

REPORTS TO: Town Clerk **SUPERVISES:** None

GRADE: 02 ☒ **ADMIN** ☐ **TECHNICAL** ☐ **N/A**

POSITION CLASSIFICATION: ☒ **REGULAR** ☐ **NON-REGULAR**
☐ **EX SALARY** ☒ **NX HOURLY** ☐ **OTHER**
☐ **FULL TIME** ☒ **PART TIME** ☐ **VARIABLE**

Position Purpose

Contributes to success of the Town Clerk's Office team by accurately and efficiently processing customer transactions in accordance with established policies and procedures. This clerical customer service work performs a wide variety of detailed clerical transactions with extensive customer interaction. Establishes and solidifies customer relationships by providing outstanding customer service to the public. Work is performed under the general supervision of the Town Clerk. Performance is reviewed through conferences, analysis of work/reports, and observation.

Primary Duties & Responsibilities (Illustrative Only)

The essential job functions and duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Processes a variety of transactions accurately and efficiently, following established procedures. Transactions may include: performing motor vehicle and boat registrations; processing payments for sewer user fees, excise taxes, property taxes, tax liens, snowmobile fees, and ATV fees; issuing hunting, fishing, marriage, and dog licenses; issuing certified copies of birth, marriage, and death certificates; registering voters and handling absentee ballots; and other transactions as assigned.
- Performs transaction related research as needed (i.e. motor vehicle regulations, excise procedures/laws, and contacting other communities and organizations as needed).
- Responsible for reception duties including responding to telephone inquiries, directing customers to other departments as appropriate, and assisting walk-in customers.
- Compiles various weekly, semiweekly, and monthly state reports as needed: motor vehicle, dog license, ATV, boat, snowmobile, hunting and fishing, and vital records.
- Manages State license inventories.
- Reconciles transactions and cash in accordance with policies and procedures.
- Assists the Town Clerk with maintenance of vital records filed with the Town Clerk's office from various outside agencies.



JOB DESCRIPTION

- Assists the Town Clerk and Registrar of Voters with elections and voter related tasks, as needed.
- Protects the interests of the Town and minimizes loss through adherence to security measures and other policies and procedures.
- Assists the Town Clerk and/or other departments with special projects as needed.
- Provides Notary services.
- Successfully completes all required training.
- Performs other related duties and tasks as assigned.

Minimum Qualifications (Recommended)

Education, Training, and Experience:

High school diploma or equivalent required. A minimum of one year's prior experience in customer service, cash handling, and computer use required. Previous municipal and/or government office experience preferred. State of Maine Notary Public certification, or ability to obtain, required. Advanced training or education in accounting preferred. Any equivalent combination of education, training or experience that provides the required knowledge, skills and abilities will be considered.

Knowledge, Skills, and Abilities:

- Excellent interpersonal skills with ability to communicate effectively, both verbally and in writing.
- Skilled in basic accounting functions with a working knowledge of revenue accounts.
- Ability to deliver exceptional customer service to a diverse customer base.
- Ability and willingness to display a high level of respect and professionalism in the workplace at all times.
- Self-motivated with solid organizational skills.
- Ability to use independent judgment, multi-task, work within established deadlines, and prioritize daily workload.
- Intermediate to advanced PC skills in the following software: Trio, Central Voter Registration, Inland Fisheries (Moses), and Microsoft Office products: Word, Excel, Publisher, and Access.
- Ability and willingness to learn new software programs as needed.
- Ability to resolve customer complaints in a calm, respectful, and positive manner.
- Ability to perform highly detailed work under pressure with frequent interruptions.
- Ability to interact effectively and appropriately with municipal officials, employees, vendors, other agencies, and the general public.
- Knowledge of vehicle features and specifications with the ability to effectively question customers in the processing of their transactions.
- Ability to work cooperatively as a team and willingness to cross-train with other team members.



JOB DESCRIPTION

- Working knowledge of State reporting requirements.
- Ability and willingness to learn and adapt to new laws and regulations as necessary.
- Ability and willingness to accurately complete customer transactions and research while educating customers regarding necessary information to complete their transactions.
- Ability to maintain confidential information and exercise considerable tact in the handling of sensitive matters.
- Ability to successfully complete any necessary training.
- Ability to perform all essential functions of the position.

Physical & Mental Requirements

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

While performing the duties of this job, the employee is frequently required to work at a computer for prolonged periods of time. Sufficient speech and hearing are needed to clearly convey and receive information to over the phone and in person. Must have sufficient vision to perform the essential functions of the job. While performing the duties of this job, the employee will regularly stand, sit, talk, walk, inspect documents, reach with hands and arms, as well as use hands to finger, handle or feel objects routinely used to perform job duties. The employee must occasionally crouch, step up, and lift and/or move objects weighing up to 20 pounds independently, such as office supplies, folders, and books. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, and sounds associated with job-related objects, materials and tasks.

Mental Requirements:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; observe, accurately interpret, and respond to highly sensitive and/or volatile situations and/or persons; read and interpret data, information, and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing and intensive deadlines; manage multiple concurrent tasks; work with constant interruptions; and interact in a calm, professional manner with staff, officials and the public. Has access to confidential documents requiring the application of appropriate judgment, discretion, and professional office protocols to ensure the integrity of sensitive information.

Has frequent contact with town officials, employees, the general public, contractors, vendors, and state agencies and representatives. Contacts are primarily in person, by email, telephone, and in writing and involve discussing routine and semi-complex information; contacts with the public require considerable patience, tact and discretion and in some cases confidentiality.

Work Environment

Work is performed under typical open-office conditions. Operates computer (hardware and software), telephone, and other standard office equipment. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile humans. The noise level is usually moderate.



JOB DESCRIPTION

Employee Acknowledgment

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements, with or without reasonable accommodation. I understand that the statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. I further understand this job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Name (Print)

Employee Signature

Date

Approval Signatures

Department Head

Date

Human Resources Director

Date

Town Manager

Date