



JOB TITLE: Associate Clerk/Municipal Court Clerk

GEN/3

DEPARTMENT: General Government

JOB SUMMARY: The incumbent in this position serves as the Oxford Municipal Court Clerk. This position also shares responsibility in Customer Service for receiving and processing utility bill payments and performing clerical and administrative duties in support of needs and demands.

MAJOR DUTIES:

Municipal Court

- Collects and enters traffic citations from police officers and posts fines.
- Attends monthly court sessions; calculates fines; maintains court forms; records case dispositions; submits case dispositions to Georgia Department of Driver Services; prepares warrants.
- Calculates law enforcement training funds for disbursement to state and local government agencies.
- Prepares monthly court calendar; provides copies to all parties.

Customer Service

- Greets visitors and the general public; provides information and directions as requested.
- Answers, operates, and maintains a multi-line switchboard; answers telephones, routes calls, and takes messages, answers questions; retrieves and forwards incoming faxes and emails to the appropriate departments.
- Types correspondence, reports, and documents as requested.
- Carries outgoing mail to the U.S. Post Office; retrieves incoming city mail from same; sorts and distributes incoming mail.
- Receives and processes payments received from customers at the counter and by mail; applies payments, late fees, and charges to the proper accounts in automated utility billing system.
- Balances till daily, including locating and resolving any discrepancies and preparing daily activity report; prepares bank deposits.
- Files and retrieves materials and data from department computerized and manual filing systems; maintains department's Sharepoint filing system and scanned documents.
- Assists customers with questions and complaints regarding utility bills and city services; escalates if unable to resolve.
- Prepares work orders to have services turned on or off, meters re-read or repaired, and for new utility connection requests; dispatches utility workers.
- Assists customers with questions and complaints regarding utility bills and city services; escalates if unable to resolve.
- Notarizes documents as needed.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

- Knowledge of or ability to learn city policies and procedures.
- Knowledge of municipal court practices and procedures.
- Knowledge of modern office practices and procedures including cash collection and handling.
- Skill in utilizing computer software to generate complex reports and retrieve customer data.
- Skill in operating such office equipment as a personal computer, facsimile machine, copier, calculator, and typewriter.
- Skill in performing basic mathematical calculations.
- Skill in completing cashiering functions accurately.
- Skill in oral and written communication and interpersonal relations.
- Ability to maintain confidentiality of customer and court information.
- Ability to perform duties with diplomacy, integrity, and impartiality.

SUPERVISORY CONTROLS: The City Clerk/Treasurer assigns work in terms of general instructions. The City Clerk/Treasurer spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include city policies and procedures and general cashiering practices, utility billing procedures, and court procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY: The work consists of related cashiering and clerical duties. Frequent interruptions contribute to the complexity of the work.

SCOPE AND EFFECT: The purposes of this position are: 1) serve as the Municipal Court Clerk; and 2) accept and apply utility payments, court fines, and usage fees to the appropriate accounts. Successful performance helps ensure public satisfaction with the integrity of accounts, employees, and vendor relations.

PERSONAL CONTACTS: Contacts are typically with co-workers, other city employees, elected officials, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to collect fees and fines, give and exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Successful completion of high school diploma or equivalent.
- Ability to obtain annual Municipal Court Clerk Certification through Institute of Continuing Judicial Education.

- Sufficient experience to understand and perform the major duties of the position. This level of experience is usually associated with the completion of an apprenticeship or internship or having had a similar position for at least two years; OR, successful completion of at least 90 semester hours or 60 quarter hours at an accredited technical school, college, or university.
- Ability to become a notary public within first six months of employment.