

CITY OF SAINT LOUIS  
JOB DESCRIPTION

**STUDENT CO-OP WORK STUDY / INTERNSHIP**

Specifications are intended to present a descriptive list of the range of duties performed by employees in the classification. Specifications are **not** intended to reflect all duties performed within the job.

**Department Supervisor:** Finance Director  
**Directly Supervised By:** Utility Billing Clerk  
**Supervises:** No supervisory responsibilities

**Position Summary:**

Processes cash receipts and performs a variety of administrative, clerical and bookkeeping functions in support of the Finance Department. Acts as a receptionist/first public contact for the City, responding to or redirecting customer inquiries and service requests.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Employees may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Processes cash receipts according to established procedures. Receives and posts payments made to the City including taxes, utilities and other services.
2. Balances the cash drawer and assists with deposits and generates related reports for the General Ledger.
3. Serves as first contact for the City. Receives, screens and directs telephone calls and visitors to City Hall. Responds to standard inquiries, resolves complaints and provides general information regarding City operations, policies and procedures. Provides excellent and considerate customer service.
4. Assists the public with various forms and applications. Refers service orders and special requests to the appropriate department or individual.
5. Must communicate and follow-up with supervisor, other departments and customers regarding accounts and inquiries on a timely basis.
6. Provides general office support and assists with other functions. Prepares correspondence and reports, types, enters data, copies, files and completes finance-related tasks as assigned.
7. Performs other duties as assigned.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Commitment to excellent customer service.
- Strong attention to detail.
- Accurate money handling skills.
- Ability to quickly gain basic knowledge of the organization, operations and procedures of municipal government to effectively assist the public.
- Ability to communicate effectively, follow directions, and adhere to detailed processes and procedures.
- Ability to type, enter data and complete mathematical computations with speed and accuracy.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly in a business office setting where he or she is regularly required to sit or stand and occasionally required to exercise limited mobility. The employee is regularly required to read or interpret documents and correspondence, use manual dexterity to type or write, and communicate with others in person and on the telephone. The noise level in the work environment is usually quiet to moderate.