

City of Oregon City

Position: Court Services/Collections Clerk	OCPEA
Department/Site: Municipal Court – City Hall	FLSA: Non-Exempt
Evaluated by: Municipal Court Services Manager	See Police Salary Schedule

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

DEFINITION:

The Court Services/Collections Clerk performs a wide variety of receptionist and clerical duties of an assigned office function; to assist the public in person and on the telephone, to in-put data and prepare routine correspondence; receives payments for fines; prepares receipts and credits payments on accounts; responsible to process collection information on unpaid monies.

SUPERVISION RECEIVED:

Works under the direct supervision of the Municipal Court Manager or the Manager's designee.

SUPERVISION EXERCISED:

Supervision is not a normal responsibility of positions in this classification.

ESSENTIAL FUNCTIONS OF POSITION:

An employee in this classification may perform any of the following duties; however, these examples do not include all of the specific tasks, which an employee may be expected to perform.

- Answer telephones and assist the general public at the front counter.
- Must have the ability to multi-task in a fast paced office environment.
- Receive cash payments and issue receipts.
- Reconcile daily cash register transactions.
- Receive payments by mail, prepare receipts and credit payments on accounts.
- Perform a variety of data entry functions; ensure data is posted to appropriate accounts and is current and accurate.
- Monitor deferred payment files for collections process.
- Initiate collection notices for unpaid and overdue accounts. Perform routine data entry on files that are ready for the collection process. Review all collection data to insure accuracy of information.
- Prepare and mail routine collections and suspension notices.
- Maintain and update filing system.

KNOWLEDGE OF:

This position requires basic working knowledge of modern office procedures and methods. Requires basic knowledge of computer-aided databases. Requires sufficient skill using the English language, grammar, spelling, punctuation to prepare routine correspondence. Requires sufficient human relation skills to present a positive image of the department, convey information to others, and use **patience and sensitivity** in dealing with the diverse population that can be hostile, argumentative and confrontational.

ABILITY TO:

- Requires the ability to learn and perform all of the duties required of the position efficiently and in an open environment with continuous interruptions and distractions.
- Requires the ability to perform clerical work with speed and accuracy.
- Requires the ability to learn, interpret and explain special terminology when performing assignments.
- Requires the ability to plan, organize and prioritize work in order to meet schedules and deadlines.
- Requires the ability to communicate clearly and concisely, both orally and in writing.
- Requires the ability to work as a contributing member of a team, work productively and cooperatively with others and external customers, and convey a positive image of the City and its services.
- Requires the ability to maintain confidentiality of private and sensitive information.
- Requires the ability to use a personal computer and type/keyboard accurately.

PHYSICAL ABILITIES:

Requires the ability to function indoors in an office environment engaged in work of primarily a sedentary nature. Requires manual and finger dexterity to keyboard, operate a ten-key, almost constantly requiring repetitive motions. Requires auditory ability to carry on conversations in person and over the telephone.

EDUCATION AND EXPERIENCE:

Requires a high school diploma or equivalent GED with two years of current receptionist and general office experience. Court experience a plus.

SPECIAL NOTE:

PERSONS EMPLOYED IN THIS CLASSIFICATION WILL BE SUBJECT TO A BACKGROUND INVESTIGATION. PRIOR CRIMINAL HISTORY WILL BE REASON FOR DISQUALIFYING THAT INDIVIDUAL FROM FURTHER CONSIDERATION FOR EMPLOYMENT.