



**JOB DESCRIPTION: CUSTOMER SERVICE CLERK / MUNICIPAL COURT CLERK
DEPARTMENT: GENERAL FUND – CITY HALL**

EEO Function:
EEO Category: Professional
Status: Non-Exempt
Pay Type: Hourly
Position Number: 100-150-04

I. Chain of Command/ Reports To:

City Clerk
City Administrator

II. Job Summary:

Provides professional and confidential administrative support to the City Clerk, and other members of city management as required. Assists in preparing records such as agendas, notices, minutes, and resolutions for meetings, and distributes materials in advance. Other responsibilities may include screening and returning calls, making meeting arrangements, preparing reports, and customer relations. Requires strong computer skills, to include Microsoft Office, QS1, as well as Internet research skills. Also calls for excellent interpersonal, organizational, and project coordination skills. Requires the ability to work well with all levels of internal management and staff, as well as vendors and the public. This position requires knowledge of proper judicial and court processes with a high level of confidentiality and problem solving skills, and the ability to provide accurate, timely, and courteous customer service under stressful and adverse circumstances.

In addition, this position requires knowledge of proper billing processes and the ability to provide accurate, timely, and courteous service under stressful and adverse circumstances. This position performs specialized duties in meeting City goals by providing professional customer service to citizens and other employees. This position requires extensive public contact, responding to customers' questions, problems, and issues with the ability to explain complex processes and procedures.



Incumbent will be faced with a variety of duties and responsibilities on a day-to-day basis and will be expected to manage these appropriately. Demonstrates good judgment and professional behavior at all times. Normally receives little instruction on daily work and general instructions on newly introduced assignments.

III. Essential Duties and Functions: Municipal Court Clerk Duties

- Verifies, directs, amends, maintains, and files all charging documents received from all outside prosecuting agencies, and all other pertinent Court documents that are filed in Municipal Court.
- Prepares, verifies, updates, and maintains Court calendars.
- Issues, directs, schedules, records, and releases motions, summons, subpoenas, continuances, judgments, pleadings, bench warrants, failure to appear, transfer of cases, dismissals, jail time documents, and other orders made by the Court.
- Issues arraignment and trial dates, directs and records bail bonds, processes own recognizance releases, motions, summons, subpoenas, minute findings, judgments, expungements, pleadings, and other orders made by the Court.
- Responsible for the timely processing of jail documents, failure to appear, bench warrants, monthly state reports, Department of Driver Services documents, and State dispositions.
- Operates Court management system to accurately input records and retrieve information related to Court cases, enabling accurate and timely case management.
- Prepares, assembles & verifies materials for each Court session.
- Responds to questions relating to judicial or civil services, functions, decisions and other information (cases, bail, warrants, payments & appointments). Provides information on city codes, state statutes, and explains misdemeanor and traffic Court process whether in person or by telephone. Researches and resolves any discrepancies of Court records.
- Reviews files to monitor for defendant compliance and probation/sentencing requirements, and independently closes cases based on standing orders and policies. Processes fine amounts and/or credits for misdemeanor and traffic citations/offenses.
- Advises and consults with the City solicitor, judges, defense attorneys, as well as the general public, private and government attorneys, City of Statham, Barrow County and State personnel on matters related to the operation of the Court.



- Ensures payment of all state mandated fees associated with fines.
- Performs all other duties that are necessary for the day-to-day operations of the Court.

Customer Service Clerk Duties

- Collects, maintains, and reports data related to sewer use.
- Collects, maintains, and reports data related to unaccounted for water.
- Maintains and reports data related to monthly water samples and testing.
- Assists customers with billing questions.
- Responsible for timely entry of meter readings.
- Assists with the utility billing process including generating bills, editing and verifying the meter readings imported; updating penalties and verifying the accuracy of the bill.
- Sets up meter routes.
- Set up and maintains rate codes.
- Calculates postage necessary for billing cycle.
- Inputs data for utility accounts.
- Downloads meter readings into billing software.
- Reviews new account applications received to ensure compliance with various utility rate codes.
- Responsible for producing the monthly billing calendar and updating the insert schedule.
- Coordinates the utility billing cycle by assuring that all accounts are accurate and billed within the same monthly cycle.
- Calculates and runs utility bills.
- Adds meter changes to accounts.
- Runs and reviews delinquent account reports.
- Performs in-depth research of customer account histories, makes appropriate corrections when necessary.
- Adds penalties to accounts.
- Processes disconnections.
- Calculates average monthly billing adjustments and adds the adjustments to account after they have been approved.
- Drafts customer's bank and credit card accounts.
- Adds NSF fees to accounts and reverses payments.
- Creates work orders.
- Creates re-read sheets for abnormal reads.
- Assists with resolving billing issues.
- Notes accounts in the billing system.



- Manages, disburses, and balances petty cash drawer.
- Assists with accounts receivable and accounts payable processing.
- Processes applications for and manages business licensing.
- Manages garbage service billing and issue resolution.
- Prepares and distributes municipal tax bills.
- Processes utility payments, court fine payments, and business license payments.
- Balances utility payments to City systems daily.
- Performs related duties as assigned.

IV. Knowledge, Skills, and Abilities:

- Knowledge of and understanding of criminal and civil law, governing statutes and regulations, related to procedures, protocols and practices.
- Advance knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Ability to maintain confidentiality.
- Ability to correctly interpret and apply the laws, codes, policies and procedures.
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.).
- Ability to effectively be accountable for the proper care of receipting and documentation.
- Ability to pass drug testing as noted in policy.
- Skill in understanding and following oral and/or written instructions.
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required:

Notary Public Certification from the State of Georgia
Georgia Municipal Court Clerk Certification



VI. Qualifications:

- Associates Degree or two years of college equivalent (preferred).
- Three (3) years of clerical experience with a minimum of one (1) year of Municipal Court or criminal justice experience (preferred).
- Work evenings, weekends, and holidays as required.
- Must be able to be bonded and pass a credit check.
- Some travel may be required to acquire and maintain required training.

VII. Physical Requirements:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively in writing and verbally. The employee frequently is required to stand, walk, sit for extended periods, and use the computer keyboard and mouse. The employee is occasionally required to stoop, kneel, and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally lift and/or move up to 25 pounds.

VIII. Working Conditions:

This position works in an office environment, however, some duties may require work outdoors at city events or in emergencies. While performing essential duties of the job, employee works in an environment under constant deadlines, and may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud. Minimum staffing for City Hall is two employees at all times. The work schedule is Monday – Friday 8 am – 5 pm with a one hour lunch break at 11 am, 12 pm, or 1 pm. Two paid 15-minute personal breaks are also permitted with one being in the morning and one in the afternoon. Breaks lasting longer than 30 minutes are unpaid and employees will not be permitted to perform any work for the City during breaks. Additional work hours and after hours schedules may be assigned based on the needs of the City.

Some travel may be required.



IX. Supervisory Controls/Responsibility:

May provide lead work direction and guidance to other employees, providing assistance on assigned projects.

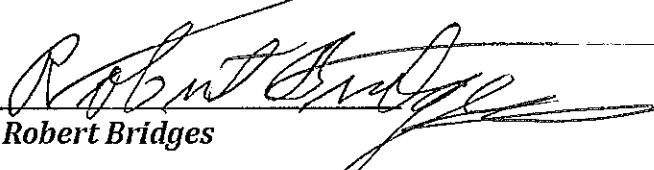
The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position.



Customer Service Clerk / Municipal Court Clerk Job Description


Adopted and Approved:


Date: 9/16/2014

Mayor: 
Robert Bridges

City Administrator: 
Steve Martin

Personnel Committee: 
Betty Lyle


Gayle Steed


Hattie Thrasher