



## **Job Description**

### **Account Clerk**

**Department: City Clerk/ Tax Collector's Office**

**Supervisor: City Clerk/ Tax Collector**

**Salary Classification: Hourly**

### **Job Summary**

The Account Clerk performs a variety of clerical duties to assist with the operation of the City Clerk/Tax Collector's office, under the direction of the City Clerk/Tax Collector. The job requires personal interaction with the general public in a friendly professional manner.

### **Principle Duties and Responsibilities**

(the listed examples may not include all duties that may be requested of said position by the City Clerk/Tax Collector.)

- Prepare both City and State ends of motor vehicle/boat registrations/titles. Give quotes and advice regarding vehicle registration.
- Issues NH OHRV Registrations/ Hunting and Fishing Licenses
- Property tax – accept payments, assist customers requesting tax information, such as dollar amount due; current and on lien, property valuation, tax exemptions, run print statements. Abatements, redemptions and refunds; mailings (also assists with mailing of other departments).
- Water and Sewer – accept payments, answer and/or refer customer inquiries.
- Vital records – maintain records and issue marriage, birth and death certificates. Issue marriage licenses. Perform genealogy search.
- Dog registrations – maintain records and issue dog licenses. Collect all fees as required by State Statutes and City Ordinances.
- Maintain Office Inventory- Order supplies from the State.

- Special permits – Accept taxi, dredge & fill/wetlands, amusement licenses and articles of agreement.
- Telephone calls – Answer caller’s questions and/or redirect calls. Provide backup for other departments.
- Elections – All aspects. Arrange municipal, state and national election materials, oversee maintenance of all election records, keep updated checklists, prepare ballots and newspaper notices, accept voter registration, accept declaration of candidacy for city elections, prepare lists and disks as requested.
- Balance money and prepare deposits on a daily basis.

### **Knowledge, skills and abilities required**

- Knowledge of the operation of a municipal clerk’s office, preferred. Experience using computers, various software, general office procedures and equipment. Ability to maintain effective working relationships with elected officials, volunteers and the public.
- Ability to work in a fast-paced environment, respond to public inquiries and perform various transactions with accuracy. Excellent communication skills and a commitment to public service.
- The preferred candidate would be certified as a municipal agent through the State of NH. If the candidate is not certified he/she must become certified within 6 months of employment as a condition of continued employment.
- Must be motivated, highly organized, conscientious, detail oriented, and possess a strong customer service ethic.
- Must have a willingness to learn new techniques and technology.
- Must be flexible and willing to pitch in wherever needed.

### **Personal Qualifications**

High School diploma or equivalent, knowledge of general office procedures, cash handling experience and use of office equipment.

### **Conditions of Employment**

Employment offer is contingent upon a favorable background. Criminal background check, motor vehicle record check, credit check, finger prints, physical and drug test required. The Account Clerk must be bondable.

## **Work Location and Hours**

The City Clerk/ Tax Collector's Office is located in City Hall, 316 Central Street. Normal business hours for the public are Monday through Friday from 8:15 AM to 5:00 PM. The office opens at 8:00 AM for Staff cash out procedures and preparation of materials for the day.

## **Physical Exertion/ Environmental Conditions**

Most work is performed in an office environment in the Franklin City Hall. The Account Clerk performs transactions while standing at a counter and bringing it back to a desk to be completed. A majority of the day is spent at a desk. Frequent back and forth travel is required. Some lifting is required when accessing archived material from storage or filing documents.