

**CITY OF BRADFORD**  
**Teller/Clerk**  
**POSITION DESCRIPTION**

**CLASS TITLE:** Teller /Clerk

**UNION AFFILIATION:**AFSCME- GRADE I

**SUPERVISOR:** CITY TREASURER

**WORKS WITH:** All City Staff

**LOCATION:** CITY TREASURER'S OFFICE  
City Hall, 24 Kennedy Street, 1<sup>st</sup> Floor  
Bradford, PA 16701

**GENERAL PURPOSE:** Provide exceptional customer service including efficient and accurate financial transaction processing.

**SUPERVISION RECEIVED:** The City Treasurer provides general guidance, training, and direction.

**SUPERVISION EXERCISED:** None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Accept payments for all revenues received. Process transactions from in person customer service counter, US Mail, electronic, and night slot, cash, checks, electronic and credit card payments. Identify revenue account numbers for collection software. Maintain and balance cash drawer in accordance with office procedures.

Balance daily receipts and complete daily transaction reports, correct errors and assist in bank deposits.

Answer telephone and greet customers; provide correct and concise information to them; explain procedures, refer to other city departments as needed, maintain confidentiality of customer information.

Respond to problems and complaints and deal with taxpayers pleasantly and effectively. Prepare correspondence and protect the confidentiality of sensitive information regarding taxpayer accounts.

Research tax and utility balances for customers, attorneys, mortgage companies, co-workers, school district, and county; calculate interest and penalties. Prepare and mail tax statements for current and delinquent taxes.

Compose and prepare a variety of correspondences; file copies and forward duplicates to correct agencies, attorneys and title companies seeking tax-related information.

Receive incoming mail sort by department and recipient, collect outgoing mail, affix postage using postage meter.

Research returned mail for current addresses.

Assist with tax bill preparation and delinquent notices.

Performs other related duties as assigned by the City Treasurer and City Administrator.

**DESIRED MINIMUM QUALIFICATIONS:**

Minimum of high school diploma, preferably an associate degree from a business school, college, or university in a related field; or an equivalent combination of education and/or work experience.

Knowledge of accounting principles, practices, and bookkeeping experience.

Ability to work with a minimum of direct supervision.

Perform computations with reasonable speed and accuracy.

Ability to communicate effectively with others in giving and receiving information. Maintain high morale; interact effectively with all employees, coworkers, administration, and the public.

Requires the ability to develop procedures; to learn and/or evaluate complex information to make judgments and decisions.

Execute various banking transactions. Knowledge of City funds and accounts to enable proper account posting.

Ability to establish and maintain working relationships with all City Departments, Authorities, Bradford Area School District, Offices of McKean County, banking institutions, and attorney's offices.

Possession of character traits: Honest, responsible, respectful, cooperative with a strong work ethic.

**SOFTWARE skills:** City's financial software, Microsoft Office functions.

**HARDWARE skills:** Computer, calculator, fax machine, postage machine, copier, printers, and other office equipment, as necessary.

## **PHYSICAL DEMANDS:**

- Sitting:** Would be intermittent, up to three (3) hours per day, and would be in conjunction with the duties required of the staff.
- Standing:** Would be frequent, up to seven (7) hours per day, and would be intermittent in conjunction with required daily duties.
- Walking:** Would be occasional, up to five (5) hours daily, to access the copying machine, counter, retrieve books or supplies, walk to a co-worker's desk area, or take mail to the local post office.
- Lifting:** Would be occasional and less than 2 hours daily, with a maximum of 20 to 25 pounds, which would be computer paper obtained from the supply room. More regular lifting of less than 10 pounds intermittent throughout the day would be items such as a telephone receiver, pens and paper or paperwork.
- Bending:** Occasional, less than one hour daily, to lift computer paper, bend to obtain materials from a safe, or to reach into a lower file cabinet drawer.
- Twisting:** Would be frequent and required up to seven (7.5) hours per day daily to accomplish regular office duties.
- Climbing:** Would be less than one hour daily and intermittent, to retrieve mail from second floor, retrieve documents in basement, utilize copy machine on second floor and/or meeting with City personnel in the building. The employee may climb one to two flights of stairs to attend these duties. There is no climbing of ladders required.
- Squatting:** This activity would be intermittent, to retrieve files from boxes and get supplies in the office.
- Kneeling:** This activity would be rare throughout the year, to retrieve supplies or filing.
- Pushing:** Would occur less than ½ hour daily to access the safe, and files in file drawers.
- Pulling:** Would occur less than ½ hour daily to access the safe, and files in file drawers.

**Reaching:** Would be constant, up to 7.5 hours per day, to perform all job duties. This would include typing, utilizing a paper cutter, printer, computer, phone, calculator, postage machine or completing paperwork, filing, or retrieving supplies.

**Hand Usage:** Continuous up to 7.5 hours daily, for all activities as described within the reaching category.

**Foot Usage:** Would be frequent for standing and walking.

## **WORK ENVIRONMENT:**

The office environment varies in noise level from quiet to moderate noise. Employees work inside city hall in an office. Walking occurs on carpet or tile floor.

**Hours:** Monday through Friday, 8:00 AM to 4:30 PM, with a one-hour lunch. Breaks are 15 minutes, one in the morning and one in the afternoon; however, they are unscheduled.

## **SELECTION GUIDELINES:**

Guidelines for replacement of personnel in this position should include formal application, initial screening, related testing, reference and background checks, and final interview with hiring authority.

The duties listed above are illustrations of the variety of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position or if the individual holding this position has the ability, training, and skills necessary to undertake duties beneficial to this department and to the City of Bradford.

The full-time **Teller/Clerk** reports to the City Treasurer and City Administrator and will be required to occasionally undertake duties and assignments at the discretion of the City Treasurer or the City Administrator that may not be in this job description.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of this position change.