



Department:	Finance
Supervisor:	Finance Director
Prior Revision Date:	12-1-2013
Last Revision Date:	2-4-26
Revision Made By:	J. Tow
Revision Reviewed & Approved by:	SG
Employment Status:	PMEA
Date Provided to Bargaining Unit:	2-5-2026

Job Description

FINANCE DEPARTMENT FINANCE CLERK I (CUSTOMER SERVICE)

Definition

The Finance Clerk supports the daily operations of the Finance Office by performing a wide variety of clerical, cashiering, and bookkeeping duties. This position serves as the primary point of contact for the Finance and Administrative Departments and requires strong communication skills, accuracy, professionalism, and the ability to provide exceptional customer service—even in challenging situations.

Supervision Received

The Finance Clerk reports directly to the Finance Director.

Supervision Exercised

None.

Duties *(The duties listed in this section are intended as illustrations of the various types 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.)*

- Receives, records, and posts daily payments for: Utility billing, Harbor billing, Ambulance billing, Accounts receivable, Sales tax, Property tax, Building permits and Other miscellaneous payments
- Enters all payments into the cash receipts module accurately and promptly.
- Generates and distributes daily and month-end accounting reports for reconciliation and audit purposes.
- Serves as the primary point of contact for the Finance and Administrative Departments.
- Provides courteous, professional assistance to the public in person, by phone, and through email.
- Maintains composure and professionalism when interacting with upset or frustrated customers.
- Sorts and distributes incoming borough mail to appropriate departments.
- Prepares outgoing mail, ensuring correct postage and readiness for pickup.
- Completes bulk mailings as required.

- Performs electronic postage transfers to maintain adequate postage meter balance.
- Maintains inventory of postage and breakroom supplies.
- Processes receipts for Parks & Recreation, Library, Sanitation, and Police departments.
- Safeguards and reconciles petty cash activity as needed.
- Prepares correspondence, forms, reports, and spreadsheets.
- Performs filing, photocopying, scanning, and general clerical tasks.
- Issues sales tax exemption cards and maintains the borough's exemption lists.
- Provides backup for the following positions as needed: Utility Billing Clerk, Accounts Payable Clerk, Property Tax Clerk and Sales Tax Clerk
- Assists during absences, high-volume periods, or special projects.
- Performs additional duties as assigned in support of Finance Office operations.
- May operate Borough vehicles.

Working Conditions

The majority of work (approximately 95%) is performed while seated or standing in a customer-focused office environment. The position requires minimal physical exertion and involves routine use of standard office equipment.

Qualifications

- Valid Driver's License
- Proficiency in **Microsoft Office applications**, including:
 - **Excel** (data entry, sorting/filtering, basic formulas), **Word** (document creation and formatting) and **Outlook** (email and scheduling)
 - Ability to **multitask** and manage multiple responsibilities in a fast-paced environment.
- Strong attention to detail and a high level of accuracy in data entry and financial recordkeeping.
- Excellent customer service and verbal/written communication skills.
- Ability to maintain professionalism while handling difficult or dissatisfied customers.
- Ability to learn and use specialized financial, utility billing, and municipal software systems.
- Strong organizational and time-management skills, including the ability to prioritize workload and meet deadlines.
- Ability to maintain confidentiality of financial and customer information.
- Ability to work independently and collaboratively within a team environment.
- Basic mathematical skills needed for financial transactions, reconciliation, and balancing.

Signatures affixed on this job description confirm that it has been reviewed by the employee and his/her direct supervisor and that a clear understanding of the expectations of this position exists.

Employee

Date

Supervisor

Date