



City of Kingman

Job Description

Classification: Student Intern
Department: Finance Department
Accountable To: Finance Administrator/Administrative Supervisor
Created/Revised Date: October 2015
FLSA Status: Non-Exempt **Salary Grade:** Part Time **Band:** A **EEO4:** 6

GENERAL DESCRIPTION OF POSITION:

The primary function of an employee in this class is to assist the Utility Billing and Finance department with phone calls and water payments, filing service orders, and different reports. Incumbents in this classification are considered to be part-time while completing high school. In this classification, high school students are provided an opportunity to gain practical career experience while completing their required high school curriculum.

SUPERVISION RECEIVED:

Works under the general supervision of the Administrative Supervisor and the Finance Administrator.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES: Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Answers the City of Kingman switchboard telephone calls in a professional and courteous manner; Assists customers on the phone with different needs and transferring them to appropriate departments
- Picks up service orders from Customer Service Representatives and files them. Files different reports and manages daily cash reconciliation envelopes.
- Posts refund notes on customers' accounts and keeps up on bank draft customers. Organizes and files journal entries in monthly books.
- Assists with boxing up records for storage and aids in purging records in accordance with destruction schedules.
- Performs daily processing of out-bound mail on an automated system, weighing and applying appropriate postage.
- Provides excellent and proficient customer service to both internal and external customers.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

Peripheral Duties:

- Make copies of budget and revenue reports and distributes them to the appropriate people.
- Assist Customer Service Representatives with daily posting of payment batches.
- Reviews the Kingman Daily Miner for City of Kingman articles. Saves articles and distributes to the City Clerk's office.
- Performs other duties as required.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- Senior in high school – with enough credits to qualify for early release (reduced daily schedule).
- Sufficient education, training and experience in utilizing Personal Computers and software applications (Microsoft products preferred).
- Coursework in Business English, Accounting, Business Administration, Records Management desirable.
- Any combination of education, experience and training which demonstrates the knowledge and experience to perform the duties and responsibilities of the position.

Knowledge:

Working knowledge of Business English, spelling, grammar and punctuation. Basic knowledge of modern office practices, procedures and equipment to perform office functions in an efficient manner.

Skills:

Skill in the effective, safe operation of listed tools and equipment; Utilizing computer hardware and software to accomplish work assignments (i.e., Microsoft Office) and demonstrate proficiency to update documents, spreadsheets, and databases; Working in a team environment; Providing customer service; Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities:

Ability to: Keep and maintain complete and accurate manual and electronic recordkeeping and filing systems; Work with frequent interruptions; Understand and follow written and oral instructions; Establish effective working relationships with other City employees and the public; Communicate effectively with customers; Perform basic mathematical calculations; Work independently and to complete daily activities according to work schedule; Participate in teamwork productively; Lift and move heavy objects of up to 40 pounds; Walk and stand for long periods of time; Communicate effectively orally and in writing; Use equipment and tools properly and safely; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity.

Special Requirements:

Valid Arizona Driver's License or ability to obtain one.

WORK ENVIRONMENT:

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. - See Physical Demands Form

EXPECTED BEHAVIOR/QUALITY OF SERVICES:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____