



October 18, 2013

**EMPLOYMENT OPPORTUNITY**  
**CSEA INC/SEIU, LOCAL 2001**

**ACCOUNTS CLERK**  
**TAX OFFICE**  
**GRADE 3**

There is an anticipated vacancy for the position of Accounts Clerk in the Tax Office.

Any member of the CSEA INC/SEIU, Local 2001 Bargaining Unit interested in this position should complete the attached Application for Review of Qualifications. Completed application must be returned to the Human Resources Department by 4:30 p.m. on October 28, 2013.

Attachments: Job Description and  
Application for Review of Qualifications

**Please post immediately: 10/18/13**

**Remove: 10/28/13**

TOWN OF EAST HARTFORD

TITLE: Accounts Clerk

GRADE: 3

DEPARTMENT: Tax

DATE: 6/07/2005

GENERAL DESCRIPTION

This is responsible counter and telephone public service work involving the collection of municipal revenues.

Work involves responsibility for effectively and courteously dealing with the taxpaying public. Duties include receiving and processing revenue payments and responding to taxpayer inquiries. This position also has the responsibility for making basic revenue collection clerical decisions. The work requires that the employee have general familiarity with tax collection procedures and good knowledge, skill and ability with data entry, basic mathematics and dealing with the public.

SUPERVISION RECEIVED

Works under the general supervision of the Collector of Revenue and Assistant Collector of Revenue.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Renders service and assistance to parties at the payment counter of the Tax Department.
- Receives payments for taxes and for parking tickets.
- Processes cash, credit card and check payments. Makes necessary change and receipts tax bills.
- Balances cash drawer and makes daily deposit of revenues.
- Responds to questions regarding tax payments, mill rates, interest charges and Town parking ordinances.
- Answers telephone, directs callers, takes messages or answers routine procedural questions.

KNOWLEDGE, SKILLS, AND ABILITIES

- Good knowledge of general office procedures, including the use of personal computer and software.
- Good knowledge of tax collection procedures.
- Good knowledge of the operations of standard office machines, including a word processor, typewriter and calculator.
- Good knowledge of business English.
- Good skill in word processing skills.
- Good ability in oral and written communications.
- Good ability to follow oral and written instructions.
- Good ability to perform administrative procedures.
- Good ability to learn the operations of the assigned department.
- Very good ability to establish and maintain effective working relationships with supervisors, coworkers and tax and revenue paying public.

## QUALIFICATIONS

A high school diploma or the equivalent, supplemented by business courses, plus one to two years of progressively responsible clerical experience including public contact, or an equivalent combination of education and experience which provides a demonstrated ability to perform the duties of the position.

## SPECIAL REQUIREMENTS

None.

## TOOLS AND EQUIPMENT USED

Computer, calculator, typewriter, fax equipment, copy machine, telephone, and credit card machine.

## PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to sit, talk and listen. Occasionally the employee is required to walk, use hands and fingers to operate office equipment and reach with hands and arms. The employee must occasionally lift or move up to 10 pounds. Specific vision abilities required for this job include close vision and the ability to adjust focus. Must be able to read and comprehend standard instructions, write straightforward correspondence and effectively present information in one-on-one situations. The position requires the ability to apply common sense understanding in carrying out instructions and deal with standardized situations involving occasional or no variables.

## WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of the job, the employee will occasionally deal with clients who are mentally disturbed, substance abusers, hostile, terminally ill, or socially deviant. The noise level in the work environment is moderately quiet.

## GENERAL GUIDELINES

The duties listed above are intended only 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.

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 the job change.



# TOWN OF EAST HARTFORD

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 East Hartford, Connecticut 06108  
 www.ci.east-hartford.ct.us

Phone  
 (860)291-7220

## APPLICATION FOR REVIEW OF QUALIFICATIONS

POSITION APPLIED FOR		DEPARTMENT	
APPLICANT'S NAME (LAST, FIRST, MIDDLE)			
STREET ADDRESS		CITY/TOWN	STATE/ZIP
TELEPHONE NUMBER (HOME)		TELEPHONE NUMBER (WORK/CONTACT)	
PRESENT JOB TITLE		LENGTH OF TIME IN POSITION	

### EDUCATION

List all colleges, business schools or technical schools you attended in chronological order, most recent listed first:

School	Address	Course/Major	Degree/Certificate

Other training or professional licenses, special courses, work training programs, or armed forces training. Give name and location where training was given, certificate, if any, dates attended, subject of training, number of hours weekly, and other details related to the job for which you are applying. List any office equipment you can operate or any licenses or state certification you have that would be relevant to the position applied for (attach a separate sheet if necessary):

I certify that the statements made by me on this application are true, complete and correct to the best of my knowledge. I understand that any falsification of facts will subject me to disqualification or dismissal.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

TO BE COMPLETED BY PERSONNEL DEPARTMENT	DATE OF HIRE	
	SENIORITY DATE	
	GRADE/STEP	

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	
From _____ to _____		Telephone Number	
month year			
To _____ to _____		Description of duties, responsibilities, and significant accomplishments:	
month year			
# Hrs. Worked Weekly		Reason For Leaving	

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	
From _____ to _____		Telephone Number	
month year			
To _____ to _____		Description of duties, responsibilities, and significant accomplishments:	
month year			
# Hrs. Worked Weekly		Reason For Leaving	

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	
From _____ to _____		Telephone Number	
month year			
To _____ to _____		Description of duties, responsibilities, and significant accomplishments:	
month year			
# Hrs. Worked Weekly		Reason For Leaving	