

**Town of Casco
Job Description**

Counter clerk Part time

GENERAL

The position of counter is a customer service position. This position requires a person who can deal with the public in a courteous and friendly manner, is highly motivated, and able to perform multiple tasks in the course of daily work. This person works with a variety of people in various departments in Town hall.

EDUCATION / TRAINING

The appropriate level of education is considered High School plus two years of additional education. Consideration may be given if applicants can demonstrate relative and appropriate work experience. Applicants must have a familiarity with Microsoft computer applications and be proficient at word processing. Applicants must have experience with direct customer service.

QUALIFICATIONS

1. This position requires a person who has the ability to understand and process the State of Maine forms and reports.
2. This position requires a person who will work with people in often-stressful situations and provide courteous, professional, and friendly service.
3. Use municipal computer system. (Microsoft Office, Trio)
4. This position requires a person who can use a conventional typewriter and type with a minimum of errors.
5. This position requires good public relations skills.
6. This position requires the ability to work with a minimum amount of supervision and complete tasks in designated periods.
7. This position requires the ability to work with other staff members in a courteous, cooperative and friendly manner.

8. Ability to work alone and unassisted.
9. The counter clerk must be able to communicate in a clear and concise manner in a person to person environment as well as communicate over the Phone.

RESPONSIBILITIES

1. This person will provide direct customer assistance at the town hall counter.
2. This person will be responsible for attending training classes, keeping updated on changes in municipal work.
3. This person will be responsible for providing assistance to the Town Clerk and Tax collector. The Counter Clerk I shall be trained to provide back up to the clerk and Tax collector.
4. This person shall be responsible for performing typing assignments assigned by the Town Manager or designee.
5. This person shall be responsible for other such duties as appropriately assigned by the Town Manager.

HOURS

This position is a Part time position, hours to be determined by available budget. Hours will be on average 20 hours per week and may vary during busy times. Hours will be required both days and evenings. Hours and times may vary as required by the Town Manager.

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