



## **CITY OF LEMON GROVE**

Class Title: License Clerk  
Department: Finance

### **GENERAL PURPOSE**

Under general supervision, perform routine clerical work, cash handling, business and regulatory licensing and provide knowledgeable assistance to the general public.

### **SUPERVISION RECEIVED AND EXERCISED**

This position receives direction from the Finance Director.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greet and respond professionally and efficiently to the public by phone and in person;
- Help resolve public concerns and provide answers or direction to public inquiries;
- Perform routine clerical activities of the Finance Department including data entry and maintaining records;
- Provide responsible staff assistance to the Finance Department;
- Process regulatory permits;
- Process business licenses and assist with dog licenses;
- Coordinate annual business license renewals;
- Input daily cash receipting;
- Process traffic ticket payments, appeals and submission of delinquent tickets for collection;
- Perform general clerical duties including typing, mailing, filing, copying, and maintaining records; and
- Perform related work as required.

### **EDUCATION AND EXPERIENCE**

Any combination equivalent to the education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- High school graduations, G. E. D. or equivalent, supplemented by course work in general office practices, typing, and data processing; and
- Two years of clerical, cash handling and customer service experience, preferably in a governmental or municipal setting.

### **LICENSES OR CERTIFICATION**

Possession of a valid Class C California driver's license

#### **KNOWLEDGE Of:**

- Data entry and information retrieval;
- Principles and procedures of financial record keeping;
- Principles and practices of cash handling;
- Principles and practices of effective customer service;

- Modern office procedures, methods and equipment, including computer equipment; and
- Microsoft Office programs, including Word, Excel, and Outlook.

#### **ABILITY TO:**

- Perform detailed and accurate work;
- Multi-task;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships with staff and the public;
- Utilize personal computer and other miscellaneous office machines; and
- Exercise good judgment and prioritize daily functions.

#### **TOOLS AND EQUIPMENT USED**

Basic office equipment, including multi-line office telephone, personal computer, printer, facsimile, copier, and postage machine.

#### **PHYSICAL DEMANDS**

The conditions herein 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 job functions.

Requires frequent lifting, pulling, and/or pushing objects that are 20 pounds. Required to work at a computer for prolonged periods of time generating reports and documents. Frequently required to sit, stand, reach, lean, twist, turn, bend and kneel, use hands to finger, handle, grasp, feel or operate objects, sit for prolonged periods of time. Hear and speak to vendors, the general public and City staff on the telephone and in person. Read documents, reports, correspondence, memoranda, and other records. Requires vision (which may be corrected) to read small print often found on documents. Operate a multitude of office equipment.

#### **WORK ENVIRONMENT**

Active front office environment that can be fast paced and moderately noisy.

#### **GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The list may not include all required duties. The omission of specific 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.

Approved by Lemon Grove City Council: June 7, 2005