Town of Surfside Beach – Job Description

Job Title: Finance Assistant / Customer Service Representative
Department: Finance
Reports to: Finance Director
Pay Grade / Salary Range: C / $29,355 – $41,684
FLSA Status: Non-Exempt

Summary
Under general supervision this full-time position performs a variety of customer service type work in the assistance of Town Hall visitors, residents and employees as well as finance department functions including assisting with business licensing.

Essential Job Functions
- Greets visitors and employees to Town Hall
- Assists visitors with providing information about the town, events, and services
- Operates the telephone switchboard
- Cash collections of all payments
- Assist the Business License Office with issuing licenses, renewals, hospitality/accommodation tax and research of new potential accounts
- Administers the parking program, pet licenses, false alarm billing and sale of merchandise
- Follows all company policies, procedures and safety requirements
- Provides office support to departments
- Other duties may be required or assigned

Qualifications / Education / Skills
- High school diploma or GED
- Two (2) years related experience and/or training
- Oral and written communication skills with ability to read and write legibly and understand and carry out verbal and written instructions; ability to interpret documents, ability to read and write routine reports and correspondence; ability to speak and explain procedures and instructions to visitors
- Mathematical ability to calculate figures and amounts
- Knowledge of modern office machines and software such as Microsoft Office Suite, internet, and email
- Successful completion of drug screen and various background investigations which may include criminal history, driving record, credit report, employment history, education verification and personal references.

Physical Demands
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. To talk and hear; sit, stand, walk climb, balance, stoop, kneel, crouch; use hands to finger, handle, or feel; reach with hands and arms; lift and/or move up to 25 pounds; vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
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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. The worker will be subject to indoor office conditions.

Essential Safety Functions
It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injuries or illnesses.

Disclaimer
The job description is not an employment agreement or contract. The duties, skills and requirements outlined in this document represent what is required to perform the essential job functions of this position; however, this document is not to be considered all-inclusive and may be amended at any time at the discretion of the Town Administrator.