



Village of Twin Lakes Job Description

Job Title: Account Clerk
Department: Clerk
Reports To: Village Clerk
FLSA Status: Non-Exempt

Job Overview:

The Village of Twin Lakes is seeking a detail-oriented, customer-focused Account Clerk to provide administrative and financial support within the Clerk's office. This part-time position is responsible for a wide range of tasks, including handling public inquiries, processing transactions, supporting financial operations, and assisting with various Village programs and services.

Key Responsibilities:

- **Customer Service & Public Relations:**
 - Provide excellent service in-person, over the phone, and via email.
 - Assist with inquiries and transactions for Village services, including park and hall reservations, sewer permits, marina/boat slip rentals, and election-related matters.
- **Financial & Accounts Management:**
 - Process sewer billing, utility payments, and tax collections.
 - Manage accounts receivable and monitor payment status.
 - Perform cash drawer balancing, check scanning, and daily financial reconciliations.
 - Track payments for various services such as tower rentals, Mound Prairie Cemetery, and police fees.
- **Document Management & Record Keeping:**
 - Support the organization and filing of records using Laserfiche or similar systems.
 - Ensure timely posting of Village agendas and minutes.
 - Assist with various reports and maintain up-to-date information in the office and lobby.
- **Administrative Support & General Office Operations:**
 - Handle incoming and outgoing office mail.
 - Manage and update the certificates of insurance, committee appointments, and homeowner association lists.
 - Assist with website and social media updates.
 - Help maintain compliance with various local regulations, such as issuing dog tags and handling public services like yard waste stickers.

- Manage Refuse and Recycling database, coordinating bins for new homes, and updating the tax bill accordingly.
- Provide administrative support to the Administrator and Clerk.
- **Election & Public Services Support:**
 - Assist with election preparation, including voter registration, absentee voting, and operator license applications.
 - Manage public service tasks such as noxious weed control and sale of boat launch passes.

Required Qualifications:

- High school diploma or equivalent; an associate's degree in accounting, public administration, or related field preferred.
- Proficiency in Microsoft Office Suite (Excel, Word, etc.) and experience with document management systems (Laserfiche or similar).
- Strong organizational skills with the ability to multitask, prioritize, and meet deadlines.
- Exceptional communication and customer service skills, both in-person and over the phone.
- Ability to maintain confidentiality and handle sensitive information.
- Skilled in financial accuracy and reliable cash management.

Preferred Qualifications:

- Previous experience in an administrative or clerical role, especially in local government or public service.
- Familiarity with government financial procedures and accounting systems.

Physical Demands:

- Regularly required to use hands for typing and handling office tools.
- Occasionally required to lift and/or move up to 25 pounds.
- Must have the ability to adjust vision for close, distance, and peripheral vision as well as depth perception.

Work Environment:

- Office-based, with constant interaction with the public.
- Occasional exposure to time pressures, tight deadlines, and emotional interactions.
- Frequent distractions and shifting priorities.

Additional Information:

- Part-time position working 24 hours per week.

The Village of Twin Lakes is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village provides reasonable accommodations to qualified individuals with disabilities.