


FEE COLLECTOR

DEFINITION: Under general supervision, performs collection of fees from customers and vendors, documenting collected fees, recording fee deposits, directs and controls vendor booths.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions

TASKS: Adheres to Kayenta Township Personnel Policy and Procedures; maintains excellent attendance records to meet the needs of the organization; extends outstanding customer service at all times to both internal and external customers; meets and greets participants and answers questions; uses good judgment for problem solving; researches and gathers information as requested and needed.

Collect user fees and make change; maintain accurate records of revenues collected; keep records, account for vendor fees; follow oral and written instructions; demonstrate positive public relations skills; willing and ready to work; maintain vendor market area by picking up garbage; report potential aggressive patrons to appropriate law enforcement;

Maintains safe and clean vendor market by complying with procedures, rules, and regulations. Contributes to team effort by accomplishing assigned work. Effectively communicate with all business department personnel, excellent written and oral communication skills.

Performs other duties as assigned.


SKILL, KNOWLEDGE, ABILITY:

- Knowledge of basic financial computation.
- Ability to work with community members and speak fluent Navajo.
- Knowledge of community information.
- Knowledge of organizing and planning vendor space.
- Ability to interact and work positively with the general public and personnel.
- Ability to communicate effectively both in writing and speaking.
- Ability to coordinate and schedule meetings.
- Ability to pay attention to details.
- Ability to multitask work flow and processes.
- Ability to demonstrate initiative, reliability, and be proactive.
- Ability to use MS Word, Excel, PowerPoint, Access, and other related MS Software.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate physical effort including walking, lifting 50-lbs or more, carrying, standing, occasionally required to climb, use hands and tools in an outdoor environment and office enclosure. While performing the duties of this job, the employee is occasionally exposed to dust, noise, pollens, and fumes, weather extremes, and biological wastes.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent. One (1) year fee collection experience.


PREFERRED QUALIFICATIONS:

- Two (2) years of customer service experience.
- Positive interpersonal skills to deal with the general public.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.
- Depending upon the needs of the Kayenta Township, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.