



## **Clerk Cashier #00040**

### **City of Virginia Beach – Job Description**

Date of Last Revision: November 18, 2025

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 14

### **City of Virginia Beach Organizational Mission and Values**

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Assist taxpayers in over-the-counter transactions; collect, receipt and account for monies paid to the City; and prepare cash receipt report.

### **Representative Work Functions and Responsibilities**

- Collect over the counter, all payments for taxes, water bills, licenses and other payments tendered to the City; account for all monies issued and collected; record receipt of payments submitted by mail; balance cash on hand against receipts issued daily; compute interest and penalty on delinquent bills; and process partial payments.
- Issue licenses.
- Research tax records as required.

- Respond to customer inquiries.
- Aid in training of seasonal temporary employees.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

## **Performance Standards**

- Accurately perform daily over-the-counter monetary transactions and accounts for all monies received.
- Accurately record mail receipts.
- Correctly issue licenses and permits obtaining all required information.
- Quickly and accurately research tax records to provide taxpayers with correct information.
- Accurately compute interest and penalties on delinquent taxes due and correctly processes partial payments.
- Deal courteously and efficiently with general public.

## **Minimum Qualifications**

High school or GED plus one (1) year of experience in fields providing the required knowledge, skills and abilities; or any combination of experience and training which provides the required knowledge, skills and abilities.

## **Special Requirements**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

## **Working Conditions**

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified*

*applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

**DISCLAIMER:**

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*