



## TREASURY ASSISTANT I

### Finance Department

Are you a detail-oriented professional with a passion for public service and a strong background in customer service and cash handling? The City of Portage is seeking a motivated Treasury Assistant I to join our Treasury team. This is your opportunity to make a meaningful impact in a fast-paced, customer-focused environment.

#### What You'll Do:

- Provide exceptional customer service by assisting residents at the Treasury counter and by phone, answering inquiries related to tax, utility billing, and special assessments.
- Maintain a high level of confidentiality and professionalism in all interactions and transactions.
- Process and post payments for property taxes, utility bills, special assessments, and other invoices received at the counter, by mail, or drop box.
- Accurately count, verify, and reconcile daily receipts, including cash, checks, and credit card transactions; research and resolve discrepancies.
- Set up and maintain water/sewer accounts: process new accounts, terminations, transfers, and final billings; verify and input customer data in the BS&A system.
- Maintain and organize customer records, including senior discount applications, third-party notifications, and reinstatements.
- Manage and assist customers with electronic payments from our third-party payment vendor and banking partners, ensuring data is tracked and reconciled on supporting spreadsheets.
- Prepare and submit refund request forms for overpayments on taxes, utilities, and assessments.
- Process monthly delinquent and shut-off notices, verifying data before issuance.
- Research and process returned mail; update addresses and resend documents; collaborate with the Assessor's Office to ensure correct billing information.
- Respond to voicemail and Treasury phone messages daily, directing calls to appropriate departments when needed.
- Support seasonal functions, including dog license sales, balancing sales records for reporting to the County (Dec–Feb).
- Perform administrative tasks: order supplies, maintain filing systems, and assist with Treasury-related reporting using MS Office and BS&A.

#### What We're Looking For:

- High School Diploma or General Education Degree (GED) required.
- Minimum 2 years of related experience, preferably in a cash-handling or customer service environment.
- Coursework in accounting, bookkeeping, or related areas is highly desirable.
- Associate's degree in a related field is preferred.
- Strong organizational skills, attention to detail, and the ability to multi-task in a busy office.
- Experience with BS&A software and Microsoft Office Suite is a plus.

#### Why Join Us?

- Be part of a collaborative, mission-driven team that serves the residents of Portage.
- Grow your career with opportunities for advancement and professional development.
- Enjoy a healthy work-life balance with half-day Fridays!
- Work hours:
  - Monday–Thursday, 7:30 AM – 5:30 PM
  - Friday, 8:00 AM – 12:00 PM
- Hourly Rate: \$15.99 to \$19.99/hour, depending on experience, with excellent benefits, including health, dental, vision, and retirement.



Help us make a difference in the community. Apply today and bring your skills to a team that values professionalism, service, and integrity.

**Here is How to Join Us:**

- Apply online at [www.portagemi.gov/200/Employment](http://www.portagemi.gov/200/Employment) or in person at Portage City Hall/Human Resources. 7900 S. Westnedge Avenue, Portage, MI 49002.
- Questions? Contact Human Resources at (269)329-4533 or text (269)998-1385.

**Equal Employment Opportunity**

It is the policy of the city to afford equal employment opportunity regardless of race, religion, color, national origin, sex, age, marital status, height, weight, disability, sexual orientation or gender identity; Positive action shall be taken to ensure the fulfillment of this policy.