

## ACCOUNT CLERK

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION**

Under general supervision, performs a variety of clerical, fiscal and customer service duties in the preparation, maintenance, and processing of accounting records and financial transactions; maintains manual and computerized accounting and financial records; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This entry to journey level classification is responsible for performing clerical, fiscal and customer service duties. Positions at this level exercise judgment and initiative in their assigned tasks, and may receive instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Under general supervision, the Account Clerk may perform a variety of clerical and technical accounting duties which, depending on the area of assignment may include accounts payable, accounts receivable, purchasing, cashiering, utility accounts, and general accounting duties; provides customer services.
- Under general supervision, prepares accounts payable; sorts and distributes invoices from vendors; contacts vendors regarding invoices and payments; prepares 1099's for vendors as required on an annual basis; processes and codes invoices; receives departmental approval; enters all pertinent information into the City's computer system; generates, prints, and mails checks for payment; files and maintains copies of checks with invoice backups; creates various accounts payable reports; reconciles accounts payable to the general ledger.
- Under general supervision, processes new accounts and closes accounts for water and sewer services; collects and tracks utility deposits for new accounts; processes meter reads reviewing for accuracy and processing necessary verifications and corrections; prepares work orders; processes water and sewer bills; sends electronic file of billings to contract billing company for printing and mailing; prepares notices and letters for delinquent accounts and non-sufficient check customers for payment; handles collections as necessary.

- Under general supervision, receives and enters utility and permit payments and fees; issues receipts, balances cash and prepares daily bank deposits; gathers payments and documents from the mail and over the counter; performs data entry and posts receipts to various City accounts and funds.
- Purchases and keeps inventory of shared City office and janitorial supplies; arranges printing orders for all City departments; researches vendors to ensure the best pricing, provides assistance during the annual audit.
- Answers a variety of questions, including questions on utility service and business licenses; processes customer requests; sorts all incoming City mail, assists in processing departmental incoming and outgoing mail; maintains a variety of records and files; prepares various month end reports.
- Assists the public by phone and receives visitors at the counter; listens to and receives complaints; demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties; responds to questions and concerns from the general public; represents the City to all callers and visitors in a professional and customer friendly manner.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, general accounting procedures, and/or department specific issues and problems; researches issues regarding specific transactions; and updates related files and departments on action items.
- Assists with public information, including press releases, website content, public access television content and social media or flyer content
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern principles and practices of financial record keeping, report writing, bookkeeping and basic governmental accounting and utility billing.
- Terminology and practices of financial and account document processing including accounts receivable and accounts payable.
- Methods and techniques of preparing and maintaining records of financial transactions.
- Methods and techniques of researching and resolving processing transactional discrepancies.
- City policies and procedures with respect to receiving and/or processing monetary transactions.
- Business arithmetic and basic financial techniques.
- Record-keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Understand and comply with City financial transaction standards, policies and procedures.
- Review payroll and other financial documents for completeness and accuracy.
- Review, post, balance, reconcile, and maintain accurate and confidential payroll records.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Education:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade. College courses in accounting, book keeping, business or related field is desirable.

Experience:

One (1) year of experience providing clerical support to finance or accounting department, preferably in a municipal agency.

**Licenses and Certifications:**

- None

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.