



Job Description

Title: Account Clerk	FLSA Status: Non-Exempt	Created:
Supervisor: Assigned Staff	Supervises: N/A	Revised:8/31/22
Job Family: Finance	Bargaining Unit: Clerical	Approved:9/6/22

JOB SUMMARY:

Under the direction of assigned staff, perform a variety of clerical accounting duties in support of assigned accounts and functions such as accounts receivable, accounts payable, utility billing and collection; maintain related financial and statistical records and files; generate and mail notices and bills as directed; greet and assist visitors at the front counter; perform customer service duties including cashiering, receiving and processing payments for City related utilities and services.

DISTINGUISHING CHARACTERISTICS:

The Account Clerk classification is the entry-level position in the series. Incumbents work under close supervision and perform a variety of clerical accounting duties in support of assigned accounts and functions including accounts receivable, utility billing and collection learning to perform the full range of duties performed at the senior level. The Senior Account Clerk classification is the experienced-level position in the series. Incumbents work under general supervision and perform complex clerical accounting duties and perform full range of clerical accounting duties in the review, evaluation and adjustment of assigned accounts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform a variety of clerical accounting duties in support of assigned accounts and functions such as accounts receivable, accounts payable, utility billing, business licenses and collections; process and verify various financial forms and documents; assist with balancing assigned accounts as directed.
- Assemble, match, sort, tabulate, check and post a variety of financial and statistical data such as income and expenditures; reconcile statements, records and other financial documents as required; review data for accuracy and completeness.
- Maintain various auditable records related to income, expenditures and assigned accounts; establish and maintain filing systems; generate queries and spreadsheets; maintain an assigned database.
- Process accounts receivable as assigned; prepare and process receipts; check money totals against receipts and invoices; prepare and distribute bank deposits as required.
- Perform customer service duties including assisting the public in person, via email and by telephone to explain and interpret City policies and procedures and answer questions related to utility accounts, signage, preparing and processing billings; direct visitors, telephone calls and emails to appropriate City staff; gather and distribute utility consumption data for customers.
- Create and close customer accounts; review deleted accounts and monitor collections efforts; prepare shut off notices.
- Receive, code, verify and process incoming monies and payments for City related services including utility billings, licenses, permits, or other services as assigned; balance and reconcile cash drawers and accounts; process adjustments, transfers, notices, refunds as appropriate.
- Receive, review and verify a variety of accounting information; type and input a variety of accounting data into an assigned computer system.
- Receive, sort, date stamp and distribute mail; generate and mail notices and bills as directed.
- Communicate with City personnel, citizens, auditors and outside agencies to exchange information and resolve issues or concerns.

- Operate a variety of office equipment including a calculator, computer and assigned software including spreadsheets, databases and word processing; operate a cash drawer/register.
- Perform various clerical duties in support of assigned functions such as typing, filing, preparing routine correspondence, duplicating and distributing materials.

OTHER DUTIES:

- Perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Basic methods, procedures and terminology used in clerical accounting work.
- Basic financial and statistical record-keeping techniques.
- Modern office practices, procedures and equipment.
- Basic principles, practices and methods of customer service.
- Telephone techniques and etiquette.
- Operation of a computer and assigned software including spreadsheets, databases and word processing.
- Operation of a cash drawer/register.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Mathematical computations.

Ability to:

- Perform a variety of clerical accounting duties in support of assigned accounts and functions such as accounts payable, accounts receivable, payroll and purchasing.
- Maintain accurate financial and statistical records.
- Assemble, organize and prepare data for records.
- Verify, balance and adjust accounts.
- Learn and understand City practices, policies and procedures.
- Process and record accounting transactions accurately.
- Type and input data accurately.
- Accurately balance a cash drawer.
- Compare numbers and detect errors efficiently.
- Operate standard office equipment including a computer and assigned software including spreadsheets, databases and word processing.
- Receive, sort and distribute mail.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working and cooperative relationships with others.
- Add, subtract, multiply and divide quickly and accurately.

Education and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Graduation from high school or equivalent GED.
- One year clerical accounting or administrative/business experience.

Licenses, Certifications and other Requirements:

- N/A

WORKING CONDITIONS:

Work Environment:

- Indoor/Office environment.

Physical Demands:

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Sitting for extended periods of time.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.