



**October 2012
FLSA: NON-EXEMPT**

ACCOUNT CLERK I

DEFINITION

Under direct supervision, performs a variety of routine technical and administrative account support duties in the preparation, maintenance, processing and reconciliation of accounting records and transactions, including accounts payable, accounts receivable, municipal utility billing, and business licensing, in addition to balancing and maintaining manual and computerized accounting and financial records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Finance Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the entry-level class in the Account Clerk series. Initially under close supervision, incumbents with general administrative experience perform work in accounts receivable, accounts payable, utility billing, and business licensing, in addition to performing a variety of record keeping, reconciliation, and account support activities. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied, and are performed under more general supervision. Positions at this level usually perform most of the duties required of the positions at the Account Clerk II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

EXAMPLES OF ESSENTIAL 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.

When performing the accounts receivable assignment:

- Processes periodic invoice requests; creates and maintains new payor accounts.
- Receives and balances cash receipts and general ledger debits; allocates revenue to proper cost accounts; posts revenue; prepares bank deposits and related reports.
- Receives mail and direct payments from the public and from other City departments, balances monies received, and prepares receipts.

- Processes City-wide returned checks and contacts customers as appropriate.

When performing the accounts payable assignment:

- Processes payments in batches and logs batch reports as appropriate; processes warrant writing on a weekly basis; prepares documentation for payment; enters and verifies data into the automated accounts payable system to produce payment; may prepare manual checks; prepares payments for mailing and files copies with backup.
- Confers with vendors as necessary to obtain competitive prices on all City wide department purchase orders.
- Audits, verifies, codes, and batches accounts payable transactions; matches purchase orders, packing slips, and invoices; researches discrepancies and unauthorized purchases; checks allocations against department budget appropriations; prepares payment requests.
- Sets up new vendor accounts; obtains necessary information and paperwork from vendors; prepares vendor invoice tracking; inputs vendor invoices and prints checks; totals and balances accounts.
- Maintains credit card accounts; processes receipts and reconciles to credit card statements.
- Processes miscellaneous receipts.
- Reviews source documents for accuracy, receipt of necessary information, and compliance with rules, regulations, and procedures; determines proper handling for compliance.
- Receives vendor inquiries via telephone, fax, or mail; resolves any issues, problems, or requests using established procedures.
- Prepares Register of Demands report.

When performing the utility billing assignment:

- Accepts and processes payments at the front counter, over the phone, and by mail, in cash, by check, or by credit card; makes change as necessary and maintains cash drawer as appropriate; processes automatic customer account debits through electronic bank transfers; balances payments and posts transactions in the accounting system daily for utility accounts including, water, sewer, and garbage.
- Sets up new accounts or closes out terminated accounts; notifies customers of excessive usage and initiates work orders to investigate for high consumption, potential leaks, or broken utility meters; calculates and processes billing adjustments due to leaks, penalty adjustments, or overestimating.
- Creates and maintains calendar to track delinquent accounts; sends out late and final notices, collection notices, disconnect fees, and performs necessary collections and delinquency processing.

When performing the business licensing assignment:

- Maintains the business license database; mails application materials; processes closed accounts; performs other research about business and property information.
- Calculates necessary fees; accepts and processes payments at the front counter, over the phone, and by mail, in cash, by check; makes change as necessary and maintains cash drawer as appropriate; balances payments and posts transactions in the accounting system daily.
- Prepares annual renewal, second, late, final, and delinquent notices.

When performing all assignments:

- Verifies, posts, and records a variety of financial transactions; prepares and maintains database, records, and a variety of periodic and special financial, accounting and statistical reports; generates reports by computer and balances them appropriately.
- Enters and retrieves information using standard word processing and spreadsheet software, as well as accounting, financial, and other related electronic information systems.

- Maintains a variety of ledgers, registers, and journals according to established account policies and procedures; reconciles transactions and data as directed; records changes and resolves differences; maintains the accuracy of accounting and financial records.
- Performs general office support duties such as opening and routing mail and deliveries; preparing correspondence; filing and record keeping; and duplicating and distributing various written materials.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies and/or general accounting procedures; researches issues regarding specific transactions; and updates related files and departments on action items.
- May initiate a variety of work orders for other personnel in the department to which assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Terminology and practices of financial and account document processing and record keeping, including accounts receivable, accounts payable, utility billing, and business licensing.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

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.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- 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.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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 which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and two (2) years of responsible administrative support experience; experience in financial/accounting record-keeping desirable.

Licenses and Certifications:

- Valid California class C driver's license with satisfactory driving record.
- Current typing certificate at a rate of 40 WPM.

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, before groups, 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 weighing 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.