

Class Title: Account Clerk

Department: Administration/City Clerk/Treasurer Office

Supervisor: City Clerk/Treasurer

Supervises: None

Class Characteristics: Under general direction, assists with preparing, checking, mailing, and collection of utility bills, tax bills, licenses, permits, etc.; performs related duties as required.

General Duties and Responsibilities:

Essential: Accepts meter readings, checks for accuracy, and orders re-reads as necessary; enters information into computer, checks for accuracy; prints utility bills and forwards to customers. Assists with preparation and forwarding of notices for tax bills, licenses, permits, etc. Accepts payments for utility bills, taxes, licenses, permits, etc.; prepares licenses and/or permits after collection of payment. Processes new utility accounts; makes adjustments on cable-television accounts, depending upon addition or deletion of options. Updates information on utility accounts. Accepts payments at counter or night deposit, by mail, and from bank; posts payments. May collect deposits from new customers and issues receipt for deposit. Balances cash drawer; makes bank deposits. Assists with bookkeeping functions of office. Prepares reports as requested. Prepares and forwards second notices for utility bills; communicates with delinquent customers and makes arrangements for bills to be paid. Issues orders to connect and disconnect service. Enters customer disconnects and reconnects in meter books. Prepares and maintains accurate records regarding billing information. Checks and prepares master tax files. Checks invoices for accuracy and prepares checks for monthly bills. Greets visitors at counter. Carries mail to and from post office; processes mail. Answers phone for office; answers phone for city as requested. Delivers work orders to departmental personnel; contacts departmental personnel by radio. Makes changes-on computer-generated access channel for cable television, including announcements and advertisements. Assists departmental personnel with various paperwork as requested, including typing of letters, preparation of reports, etc. Maintains service records for cable television customers. Responsible for stock and ordering of office supplies; disburses office supplies to departments. Prepares payroll in the absence of the City Clerk/Treasurer. May attend Council Meetings in the absence of the City Clerk/Treasurer.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent supplemented by one year related work experience.

Special Knowledge, Skills and Abilities:

Knowledge: Knowledge of the principles and practices of local government. Knowledge of legal requirements relating to records management. Knowledge of federal and state laws and administrative regulations relating to accounts payable, accounts receivable, and utility billing procedures. Knowledge of financial management practices and procedures. Knowledge of arithmetic, business English, spelling and grammar. Knowledge of banking practices. Thorough knowledge of office terminology, procedures and equipment. Knowledge of computer hardware and software.

Skills: Skill in the use of computer keyboard, typewriter, calculator, and other office equipment.

Abilities: Ability to maintain accurate records and filing systems. Ability to make mathematical computations with speed and accuracy by hand or machine. Ability to firmly but tactfully and courteously deal with the public in difficult situations. Ability to establish and maintain effective working relationships with City officers and employees, and the general public. Mental alertness and attention to detail and accuracy.

ADDITIONAL INFORMATION

Instructions: Instructions are somewhat general; many aspects are covered specifically, but must use some of own judgment.

Processes: Must occasionally consider different courses of action, or deviate from standard operating procedures, to get the job done.

Review of Work: Work is generally reviewed through questions and answers; completed work may be spot-checked; workers in the office check each other's work for accuracy.

Analytical Requirements: Problems generally require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment (word processor, computer, typewriter, copier, calculator, phone, etc.)

Physical Requirements of the Job: Work is performed in an office sitting at a desk or table requiring intermittent sitting, standing, or stooping. Must lift objects weighing less than 25 pounds.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information.

Mental Effort: Moderate/heavy.

Interruptions: Constant.

Special Licensing Requirements: None.

Certification Requirements: None.

Additional Requirements: Must be bonded.

Overtime Provision: Non-exempt.