

ACCOUNT CLERK



Department:	Finance	FLSA Status:	Non-Exempt
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GENERAL PURPOSE: Under the direction of the Finance Director performs a variety of clerical accounting functions; provides customer service to the public; processes utility billing, customer payments, and fees for municipal services; updates and maintains utility account records; generates and issues work orders for the Water and Refuse departments; and performs other related duties as assigned.

TYPICAL DUTIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers and directs incoming calls to appropriate individuals and/or City departments.
- Provides customer service at the front counter and via telephone.
- Accepts, generates receipts for and keeps records of payments received over the counter, through the mail and from other departments.
- Maintains utility account information; opens and closes customer accounts.
- Processes utility billing; researches and performs account adjustments; issues refund checks.
- Responds to and assists in resolving customer inquiries and complaints.
- Reviews and processes checks returned for non-sufficient funds (NSF's).
- Monitors past-due accounts and refers to collections as necessary.
- Issues work orders for the Meter Reader.
- Generates work orders for the City's refuse contractor.
- Prepares, updates, and maintains service rate data.
- Performs other related duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent; AND one year financial recordkeeping experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess a valid California Driver's License.

JOB DESCRIPTION

Account Clerk

Required Knowledge of:

- Finance Department operations, policies, and procedures.
- Basic mathematical and financial recordkeeping principles.
- Cash handling principles and practices.
- Customer service standards and protocol.
- General office equipment and standard computer software applications.

Required Skill in:

- Performing a variety of clerical accounting duties.
- Providing information and customer service to the public.
- Processing municipal fees, customer payments, and utility billing.
- Preparing, updating, and maintaining accurate accounting records.
- Establishing and maintaining cooperative working relationships with other staff, City departments, community organizations, and the general public.

Physical Demands / Work Environment:

- Work is performed in a standard office environment.
- Subject to sitting for extended periods of time, standing, walking, bending, reaching and lifting of objects up to 25 pounds.