

**ACCOUNT CLERK, SENIOR**



Department:	<b>Finance</b>	FLSA Status:	<b>Non-Exempt</b>
-------------	----------------	--------------	-------------------

**GENERAL PURPOSE:** Under the direction of the Finance Director performs a variety of general accounting duties; processes accounts receivable billing; updates and maintains utility billing records; generates utility reports; provides customer service to the public; receives and processes customer payments; assists with accounts payable duties; 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.*

- Processes the City’s accounts receivable billing for various types of municipal services.
- Monitors and follows up on outstanding accounts; initiates collection processes as required.
- Updates, maintains, and researches the City’s utility billing records and files.
- Prepares and/or generates utility reports as requested by City departments and the general public.
- Verifies invoices, prepares payment requests, and/or performs other accounts payable duties.
- Provides customer service at the front counter and/or via telephone.
- Responds to public inquiries regarding billing and/or other accounting matters.
- Processes customer payments and monies received by other departments.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

High School Diploma or equivalent; AND three years financial recordkeeping experience; OR an equivalent combination of education and experience. Additional coursework in accounting is desirable.

**Required Licenses or Certifications:**

- Must possess a valid California Driver’s License.

**Required Knowledge of:**

- Finance Department operations, policies, and procedures.

**JOB DESCRIPTION**  
**Account Clerk, Senior**

- Basic accounting and bookkeeping principals.
- Financial recordkeeping principles and standards.
- Utility billing processes and procedures.
- Customer service standards and protocol.

**Required Skill in:**

- Coordinating and conducting a variety of general accounting duties.
- Responding to accounting inquiries and providing customer service to the public.
- Processing accounts receivable billing and customer payments.
- Preparing, updating, and maintaining various types of accounting records and reports.
- Establishing and maintaining cooperative working relationships with other staff, City departments, outside agencies, 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.