

CUSTOMER ACCOUNT CLERK

DEFINITION

To perform a wide variety of responsible clerical and customer service duties in the preparation, maintenance, and processing of public service revenue billing and payment functions; performs clerical accounting duties in the processing and posting of accounting records and financial transactions such as accounts receivable, payroll, and/or accounts payable; and works directly with the public in response to inquiries about assigned functions.

DISTINGUISHING CHARACTERISTICS

This is the journey level class of the Customer Account Clerk series. Incumbents initially perform the more routine duties assigned to this class series and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties assigned with increasing independence. This class is distinguished from the Senior Customer Account Clerk in that the latter performs moderately more complex accounting and clerical work requiring specialized knowledge of assigned billing area.

SUPERVISION RECEIVED

Receives general supervision from an assigned supervisor and/or technical and functional supervision from a Senior Customer Account Clerk.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Performs the processing of customer accounts including business tax, water service, parking and administrative citations, business license, other local taxes, and permit applications.

Performs a variety of clerical and technical accounting duties in the preparation, maintenance, and processing of accounting records and financial transactions such as accounts receivable and accounts payable functions.

Responds to the public on the phone and in person explaining policies and procedures regarding area of assignment.

Maintains and updates records of completed transactions or issued licenses and permits; maintains necessary accounting records to support transactions.

Reconciles records and verifies accounting entries to ensure accuracy and reflect current balance; may prepare correspondence acknowledging receipt of payment.

ESSENTIAL DUTIES (continued)

Communicates with customers regarding delinquent account balances; explains policies and procedures regarding collection of revenue in specific area of assignment.

Processes, codes, enters, and verifies numerical or financial data related to area of assignment.

Processes revenue vouchers for cashiering and balances cashiering accounts.

Compiles and prepares routine reports and correspondence; assists in the preparation of technical reports and documentation relating to assignment.

Performs special projects and studies; collects and compiles statistical and financial data for special reports.

Responds to questions from operating departments regarding area of assignment.

OTHER JOB RELATED DUTIES

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic mathematics.

Basic bookkeeping procedures.

Modern office practices, procedures, methods and computer equipment.

Standard English usage, spelling, grammar, and punctuation.

Spreadsheet software.

Ability To:

Make arithmetical calculations, postings and comparisons rapidly and accurately.

Collect, compile and verify accounting data and research customer and general ledger accounts.

Maintain organized, legible, and accurate files and records.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability To: (continued)

Establish and maintain effective work relationships with those contacted in the course of work; interface effectively with members of the public under adverse circumstances.

Adapt to the City's accounting procedures and follow its policies.

Learn to use a computer based accounting system.

Operate a ten-key calculator.

Communicate clearly and concisely, both orally and in writing.

EXPERIENCE AND TRAINING

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 would be:

Experience: One year of responsible clerical, bookkeeping or business experience.

Education: Equivalent to completion of the twelfth grade.

SPECIAL REQUIREMENTS:

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend, and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: Six months

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APP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt