

CITY OF RIVERBANK

ACCOUNT CLERK I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs clerical and technical accounting support and administrative work, which depending on the area of assignment may include the preparation and maintenance of accounts receivable, accounts payable, business licensing, and utility accounts; performs customer service functions for the public, City staff and vendors both in person and over the phone; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Account Clerk I - This is the entry level class in the Account Clerk series. This position allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine accounting support and customer service duties while learning City policies and procedures. As experience is gained, there is greater independence of action within established guidelines. This classification is alternatively staffed with Account Clerk II, and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level class.

Account Clerk II - This is the full journey level class of the series. Incumbents at this level are expected to perform a variety of more difficult and responsible duties on behalf of the department operations. Incumbents are expected to continue to learn and assume additional responsibilities. This classification differs from the next higher classification of Accountant in that the latter performs more complex and difficult professional duties.

SUPERVISION RECEIVED/EXERCISED:

Account Clerk I

Receives immediate supervision from higher level accounting personnel. Incumbents in this class do not routinely exercise supervision.

Account Clerk II

Receives general supervision from higher level accounting personnel. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs clerical and technical accounting support and administrative work, which depending on the area of assignment may include, the preparation and maintenance of accounts receivable, accounts payable, business licenses, and utility accounts; utilizes automated financial systems and a variety of word processing and spreadsheet programs to enter, store, and retrieve information; provides information in person and over the phone to the public, other governmental agencies and City staff requiring the use of judgment and the interpretation of a variety of policies, rules, and procedures.
- Maintains accounting records; processes, enters, and verifies numerical or financial data related to area of assignment; handles payments at the counter, provides receipts.
- Assists other accounting personnel in performing a wide variety of technical accounting duties in the preparation, maintenance, and processing of accounting records and financial transactions, including accounts receivable, business licenses, accounts payable, and utility billing.
- Provides customer service over the telephone and at the front counter.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Processes and maintains customer utility billing for water, sewer, and refuse for all residential and business/commercial customers; accepts payments for utility services, various licenses, permits and fees; explains utility billings, and other regulatory policies to customers; processes and updates billing charges to customer accounts; prepares late notices for mailing on delinquent accounts; research and solve billing inquiries and adjust accounts if necessary.
- Participates in regular backup of accounting information; performs daily closing of accounts; assists customers with ROTA and Stanislaus County bus ticket sales when required; accepts and processes money from the Parks and Recreation Department related to City facility rentals and program registrations; assists in the development of welcome packets for the City.
- Processes incoming mail; writes deposit receipts and record on files; verifies account numbers and amount paid; processes returned mail and verifies with registers.
- Prepares and types various bills and notices; processes appropriate delinquent invoices to the Credit Bureau.
- Provides customer service to explain business license polices, rules, and procedures over the telephone and in person. Receives and processes business license applications and prepare billings. Operates a PC based business license system including: setting up new accounts, posting payments and adjustments and closing out accounts.
- Sorts, audits, matches with appropriate purchase orders and distributes invoices from vendors and service providers to correct departments for coding; enters data for vendor invoices in applicable software; enters correct codes for invoices into system; prints reports for Finance Director review and approval; and prints vendor checks for payment of invoices; creates Warrant lists for the City Council and Redevelopment Agency agendas.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement, and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Account Clerk I:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Account Clerk I. A typical way of obtaining the required qualifications is to possess one year of responsible experience in financial or statistical record keeping and a high school diploma or equivalent.

Account Clerk II:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Account Clerk II. A typical way of obtaining the required qualifications is to possess 2 years of experience comparable to that of an Account Clerk I in the City of Riverbank and a high school diploma or equivalent.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Basic principles and practices of account payables and receivables; standard business arithmetic as applied to accounting technical support; methods and techniques of cash management; data entry, data base access and standard report generation; public relations techniques and procedures; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Prepare, maintain and reconcile various financial, accounting, billing and statistical records; make arithmetic and statistical calculations quickly and accurately; implement, explain and apply

applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment including a 10-key calculator, computer and variety of word processing and software applications; operate automated billing and financial systems.