

City of Victorville Position Description

ACCOUNT CLERK

DEFINITION

Under general supervision, performs clerical and recordkeeping work primarily related to billing, license issuing, and cashiering; and performs related duties, as required.

DISTINGUISHING CHARACTERISTICS

This is the second level position in the account clerk series reporting to the Division Supervisor. Incumbent normally receives on-the-job training and performs specific assignments of a well-defined and limited nature. Work is subject to continuing review in progress and upon completion. As experience is gained, more responsible work assignments are allocated and work is performed with less supervision. The next higher position is the Senior Account Clerk, which involves more complex financial assignments of a broader scope under general supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Processes, sorts and verifies information; answers and logs animal control, water, and sanitation calls; issues business and dog licenses; dispatches animal control calls; calculates charges and enters payments on a computer remote terminal; reconciles daily receipts; processes sanitation start-stop-change orders; prepares end-of-month and beginning-of-month adjustments on sanitation billings; establishes new sanitation accounts, makes revisions to existing accounts, and deletes old accounts; accepts payment from and answers routine questions of customers at counter; appears and testifies in court on small claims cases, including follow up; processes requests for use of City facilities; may relieve switchboard operator, as needed; may perform backup mailroom duties, as needed; adheres to safety standards as described in the *Illness and Injury Prevention Plan*; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

EMPLOYMENT STANDARDS

Training & Experience- Graduation from high school, or GED equivalent, and two years of financial/clerical experience, including duties involving public contact, record-keeping, use of 10-key calculator, business machines, financial typing, and operating a computer remote terminal or similar data entry terminal. Must type accurately at a net speed of 40 words per minute.

Knowledge & Abilities - Knowledge of: Principles and practices of accounts receivable, accounts payable, and cashiering; modern office methods, procedures, and equipment, including personal computers; filing methods and recordkeeping to maintain accurate information in alphabetical, chronological and/or numerical order; elements of proper English usage, vocabulary, and spelling; and operation of a computer remote terminal or similar data entry terminal.

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Ability to: Perform semi-complex calculations on a 10-key adding machine by touch; make manual arithmetical calculations with speed and accuracy; proofread to identify errors in spelling, grammar, punctuation, English usage and statistics; type accurately; prioritize and schedule workload to ensure completion when faced with deadlines or emergencies; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; and apply safe work practices.

Licenses and Certificates – Must possess a valid California Class “C” driver’s license.

WORKING CONDITIONS

Work is performed in an indoor environment. Physical demands are light, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds, and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: 
DIRECTOR OF HUMAN RESOURCES

DATE REVISED: November 20, 2007

Formerly Account Clerk/CRT Operator

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities 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.

Shared/jobdescriptions (Final)//Finance/AccountClerk/6-94/11-20-07