

City of Victorville Position Description

JUNIOR ACCOUNT CLERK

DEFINITION

Under supervision, performs routine clerical work; does general typing and filing; accepts and balances cash receipts; answers public inquiries; and does related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level position in the account clerk series reporting to the Finance Department or Parks, Recreation, and Community Services Department. 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 full journey-level Account Clerk, which involves more varied assignments of a broader scope under general supervision.

TYPICAL TASKS

Accepts payments from the public; answers questions at public counter; checks invoices and totals for accuracy; counts cash turned in; matches receipts and balances cash payments for sanitation accounts; prepares daily deposit report and daily bank deposit; issues licenses, receives fees, and prepares receipts; assists customers in completing routine forms; may weigh, bundle, post, and mail all City-wide out-going correspondence; mails and files customers' application forms; may file invoices, statements, packing slips, etc.; accepts business license applications; may enter data onto CRT for dog licenses, business licenses, or golf course memberships; may process invoices ascertaining that packing slips and other relevant data are included; may assume duties of Account Clerk when assigned; may relieve switchboard operator as needed; performs related duties as assigned.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, and one year of financial/clerical experience, including duties involving public contact, recordkeeping, 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:** modern office methods, procedures and equipment, including personal computers; basic bookkeeping procedures; filing methods and recordkeeping to maintain accurate information in alphabetical, chronological and/or numerical order; elements of proper English usage, vocabulary, spelling, and arithmetical calculations; and operation of a computer remote terminal or similar data entry terminal. **Ability to:** perform simple calculations on a 10-key adding machine by touch; make manual arithmetical calculations with speed and accuracy; handle large sums of cash with integrity; proofread to identify errors in spelling, grammar, punctuation, English usage and statistics;

type accurately; effectively present instructions and information, in writing and verbally, to the public, outside agencies, and fellow employees; prioritize and schedule workload to ensure completion when faced with deadlines or emergencies; use patience, tact, and courtesy in dealing with the public; work harmoniously with departmental personnel; follow verbal and written instructions with minimum supervision; establish and maintain effective working relationships with fellow employees, supervisors and the general public; and safely operate a City vehicle.

Licenses & Certificate - Possession of a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. 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: ¹
Diana M. Ranney
DIRECTOR OF HUMAN RESOURCES

James H. [Signature]
CITY MANAGER

DATE REVISED: June, 1994