



JOB DESCRIPTION

Account Clerk

Date Prepared: April, 2018

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

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Process, sort, and verify financial information.
- Process bank returns and reverse utility billing accounts.
- Handle bankruptcy accounts and monitor cases; research and report accounts to collections.
- Correspond with customers both orally and in writing.
- Maintain and update financial records including journal entries and the general ledger.
- Generate invoices and track payments.
- Perform budget tracking, including cash flow monitoring.
- Maintain and update lease documents and insurance certificates.
- May assist with back-up demands or with payroll/timekeeping.
- Input Meter readings into the MUNIS system.
- Prepare sanitation bills and make adjustments to billing.
- Perform Purchasing and Accounts Payable functions.
- Calculate charges and enter payment data into the computer.
- Issue orders for utility meter read discrepancies.
- Reconcile daily receipts; review reports and apply credits and deposits; refund and adjust accounts.
- Process sanitation start-stop-change orders.
- Establish new sanitation accounts, make revisions to existing accounts, and close old accounts.
- Appear and testify in court on small claims cases, including follow-up.
- May perform backup mailroom duties, as needed.
- May perform public counter/reception coverage, as needed.
- Utilizes computer software programs competently.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

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, and operating a computer. Must type accurately at a net speed of 40 words per minute.

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.
- Operation of a computer remote terminal or similar data entry terminal.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Performing semi-complex calculations on a 10-key adding machine by touch.
- Making manual arithmetical calculations with speed and accuracy.
- Proofreading to identify errors in spelling, grammar, punctuation, English usage and statistics.
- Typing accurately.
- Prioritizing and scheduling workload to ensure completion when faced with deadlines or emergencies.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

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.

Department Head Approval

Date

Human Resources Officer Approval

Date