

**ACCOUNT CLERK I  
ACCOUNT CLERK II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**SUMMARY DESCRIPTION**

Under supervision (Account Clerk I) or general supervision (Account Clerk II), performs a wide variety of responsible clerical and technical accounting work involved in performing financial record keeping and reporting duties in support of assigned accounting system, function, or program area including in the areas of utility billing, accounts receivable, accounts payable, payroll, business licenses, and revenue collection and cash management; provides information and assistance to the general public and City departments; maintains file and records; and performs a variety of clerical tasks relative to assigned area of responsibility.

This is a broad classification with individual positions assigned to specific functional areas; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

**DISTINGUISHING CHARACTERISTICS**

**Account Clerk I** - This is the entry-level class in the Account Clerk series performing the more routine and less complex clerical accounting support and customer service assignments while learning City policies and procedures. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Account Clerk II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This classification is flexibly staffed with Account Clerk II. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

**Account Clerk II** - This is the full journey level class within the Account Clerk series. Employees within this class are distinguished from the Account Clerk I by the performance of the full range of clerical accounting support duties as assigned including performing the full scope of clerical financial record keeping transactions, customer service functions, and related support duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level, or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties. This classification is distinguished from the Senior Account Clerk in that the latter is responsible for the more complex and difficult technical duties within the area of assignment and may provide lead direction to other Account Clerk positions.

**REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Perform a variety of responsible clerical accounting and financial office support duties in support of assigned accounting system, function, or program area including in the areas of utility billing,

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accounts receivable, accounts payable, payroll, business licenses, and revenue collection and cash management.

2. Prepare, maintain, and/or verify a variety of accounting, financial, and statistical records, ledgers, logs, and files; gather, assemble, tabulate, enter, check, verify, balance, adjust, record, and file financial data; codes data according to prescribed accounting procedures; reviews information to ensure accurate reporting; resolve discrepancies; establish and maintain various files and records.
3. Perform data entry; post receipts and other information to various city accounts and funds.
4. Assist in the preparation of financial, accounting, and statistical statements, analyses, documents, and reports; assist other accounting staff and departmental management in the preparation of reports; gather and organize data.
5. Prepare daily City deposits and post appropriate journal entries.
6. Prepare and submit all warrants and warrant list for review and approval.
7. Perform a full range of customer service duties related to area of assignment; provide information to the public and City staff requiring the use of judgment and the interpretation of policies, rules, and procedures.
8. Perform a range of clerical accounting duties in support of the utility billing function; provide customer service by phone and in person in support of the utility billing function including all aspects of the billing process and account maintenance; answer questions and complaints from customers and provide information on program activities and policies; receive and process payments in person and through the mail; issue receipts; balance cash and prepare bank deposits; process completed work orders including to set up new water, sewer, and solid waste accounts and to close accounts; generate utility bills including to input service charges, print reports and verify reads, and make additions and correction for final billing cycle; process utility billings including delinquency notices, final bills, and turn off notices; maintain records.
9. Locate and contact customer for revenue collections; work with, establish and verify payment plans; receive request to send delinquent customers to collections; gather information from customer accounts; type final notices for homeowner; copy and send to collection agency as necessary; maintain files.
10. Perform accounts payable duties; gather information from departments; verify accuracy of information and research discrepancies; input vendor invoices, direct pays, and related information into computer; process vendor invoices for payment in a timely manner; prepare and mail checks with necessary remittance attachments; update vendor information in the computer.
11. Assist in the payroll function; input employee time sheets and verify hours and time off; update employee leave balances and related payroll records including use of vacation, sick leave, and related benefits; assist in processing payroll checks through financial accounting system; distribute checks; assist in the preparation of payments for third party vendors; respond to employee questions related to timesheets or use of paid leave.
12. Assist in the business license function; assist in processing new business license applications and renewals; enter information into system, make changes and additions, and input all data including money processed for business licenses; print business licenses to be mailed to customers; mail renewals and past due notices; assist in the preparation of business license reports.

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13. Perform a variety of general office support functions including typing, record keeping, proofreading, and forms and report generation.
14. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
15. Process and input daily cash receipts and prepare necessary related reports.
16. Type requests for purchase orders; prepare open purchase orders; maintain a wide variety of records, files and log books.
17. Assist in department operations evaluations and make recommendations on improved office procedures.
18. Perform special projects, studies and collect and compile statistical and financial data for special reports, as directed.
19. May maintain contact with field crews and dispatch information on occasion.
20. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Basic principles, procedures, and methods used in the performance of clerical and technical accounting duties.
- Basic principles and procedures of financial record keeping and reporting.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Basic mathematical principles.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- Principles and procedures of record keeping and filing.
- Methods and techniques for basic report preparation and writing.
- English usage, spelling, grammar and punctuation.
- Business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical software.
- Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

- Perform a variety of clerical accounting and office support duties and activities in support of assigned function.
- Perform a variety of accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile a variety of records and files.
- Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
- Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

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Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.  
Implement and maintain filing systems.  
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.  
Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports.  
Participate in the preparation of a variety of administrative and financial reports.  
Read, understand, and review documents for accuracy and relevant information.  
Deal successfully with the public, in person and over the telephone; respond tactfully, clearly, concisely, and courteously to issues, concerns, and needs.  
Operate and use modern office equipment including a computer and various software packages.  
Adapt to changing technologies and learn functionality of new equipment and systems.  
Use applicable office terminology, forms, documents, and procedures in the course of the work.  
Type and enter data at a speed necessary for successful job performance.  
Understand and follow oral and written instructions.  
Maintain composure and exercise good judgment when answering demanding questions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Account Clerk I**

**Education/Training:**

Equivalent to the completion of the twelfth grade. Additional education is highly desirable.

**Experience:**

One year of responsible and specialized clerical, accounting clerical, or administrative/business experience with a strong emphasis on communications.

**Account Clerk II**

**Education/Training:**

Equivalent to the completion of the twelfth grade. Additional education is highly desirable.

**Experience:**

Two years of responsible clerical accounting experience comparable to that of an Account Clerk I with the City of Ceres.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and frequent interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office

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equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Hearing:** Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous  
FLSA Status: Non-Exempt

June, 2007  
*Johnson & Associates*

**ACKNOWLEDGMENT**

I acknowledge that I have read the job description and requirements for the Account Clerk I/II position and I certify that I can perform these functions.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\*Management has the right to add or change these duties of the position at any time.