

City of North Plains
ACCOUNT CLERK II

DEFINITION

Under general supervision, performs a variety of administrative accounting support duties in the preparation, maintenance, and processing of accounting records and transactions, including utility billing and balancing and maintaining manual and computerized accounting and financial records; provides technical and administrative support to professional staff in the areas of law enforcement, planning, finance and general administration; assists with the preparation and retention of public records; and performs related work as required

ESSENTIAL DUTIES

- Performs a variety of administrative and technical accounting support duties including posting, balancing and maintaining manual and computerized accounting and financial records according to established accounting techniques and procedures.
- Responds to a variety of customer, vendor, and staff questions over the telephone and in person; researches and resolves problems; makes appropriate adjustments to accounts.
- Processes water utility billings; receives, processes, and posts payments and issues receipts; handles and balances cash and credit card payments; processes accounts for collections; reconciles reports.
- Prepares, reviews, and tabulates statistical and financial data and reports.
- Maintains and updates utility billing database; enters service calls; processes account transactions related to customers moving in/out of homes and residences; processes service orders.
- Loads and downloads information from handheld meter reader devices; generates, verifies, and corrects various reports; verifies data; generates meter installation requests; sells water meters to builders for subdivisions.
- Processes notices for non-payment and initiates service discontinuation; works with customers to resolve issues; processes collections; generates informational door hangers and urgent notices; initiates service continuation.
- Assists with the preparation of agendas, staff reports and minutes;
- Plans and organizes special events as needed;
- Provides backup for other Account Clerks
- Performs other duties as assigned.

KNOWLEDGE, SKILLS and ABILITIES

Applicants for the position should possess: the knowledge of terminology and practices of accounting municipal budgeting and record keeping; business arithmetic and basic statistical techniques; record keeping principles and procedures; modern office practices and methods, and computer applications; and English usage, grammar, spelling, vocabulary, and punctuation. Applicants should also possess the skills and abilities to provide a high level of customer service to public and City staff, in person and over the telephone; perform detailed accounting office support work accurately and in a timely manner; respond to and effectively prioritize multiple phone calls and other requests for service; interpret, apply, and explain policies and procedures; make accurate arithmetic, financial, and statistical computations; enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work; establish and maintain a variety of filing, record-keeping, and tracking systems; understand and follow oral and written instructions; organize and prioritize a variety of projects and multiple tasks in an

effective and timely manner; organize own work, set priorities, and meet critical time deadlines; communicate clearly and effectively; use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION and EXPERIENCE:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12) grade and two (2) years of experience in processing accounting documents, maintaining accurate records or general administrative work in public agency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although moving between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees should possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.