

Account Clerk

FLSA Status: *Non-Exempt*

General Definition of Work

Performs skilled administrative support work in the receipt of payments for taxes, fees, permits, utility and other services, and related work as apparent or assigned. Serves as point of contact for Municipal building. Work is performed under the moderate supervision of the Finance Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Greets and assists customers entering the office to obtain information and/or make payments for various City services and/or programs; maintains awareness of functions of all City departments.

Answers telephone; receives and responds to inquiries regarding accounts, City fees, taxes, utility rates, etc.; provides information or forwards callers to appropriate party for disposition.

Receives/posts payments received at the counter, by mail, by phone, electronically, and in night deposit.

Receives and posts cash collected and card payments processed at various City owned locations.

Counts and balances cash drawer; prepares records and deposit information; takes deposit to bank.

Receives and assists customers with new utility account applications and requests for adjustments.

Corresponds with third-party collection agencies regarding delinquent accounts.

Processes DMV stops and removal.

Receives non-sufficient funds checks; prepares certified notification letters.

Enters data into computer system; prepares and disseminates various reports.

Assists with the maintenance and inventory of office supplies.

Performs various office tasks as required; types correspondence; processes certified mailings; scans/files documents.

Receives and processes incoming and outgoing mail.

Knowledge, Skills and Abilities

Some knowledge of accounting terminology, methods, procedures and equipment; knowledge of standard office methods, techniques and procedures, business English, spelling and arithmetic; general knowledge of billing programs, policies and procedures; general knowledge of and ability to operate personal computers, associated hardware, software and peripheral equipment; ability to follow oral and written directions; ability to perform arithmetic computations with speed and accuracy; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to establish and maintain effective working relationships with associates and customers. Proficiency using Microsoft Word and Excel.

Education and Experience

Preference for Associate degree or certification in business-related field of study and prior local government experience with a general knowledge of local taxes and licensing. Minimum of high school diploma or GED and moderate experience in collections involving client contact or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements:

None.