

CITY OF LINCOLN

ACCOUNT CLERK I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, learns to perform and performs responsible and complex accounting support and administrative work in the preparation and maintenance of budgetary, accounting, financial, and statistical records; performs customer service functions with the public, City staff and vendors both in person and over the phone; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Account Clerk I

The **Account Clerk I** is the entry level in the Account Clerk series that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine accounting duties while learning City policies and procedures. As experience is gained, there is more diversity in assignments and greater independence of action within established guidelines. This classification is alternatively staffed with Account Clerk II and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher level class.

Account Clerk II

The **Account Clerk II** is the journey level class in which incumbents are expected to perform the full scope of complex accounting support duties with minimum supervision. This classification differs from the next lower classification of Account Clerk I by performance of the more complex and difficult technical duties within the department.

SUPERVISION RECEIVED/EXERCISED:

Account Clerk I

Receives general supervision from the Customer Service Supervisor, Director of Support Services, or designee, depending upon area of assignment. Incumbents in this classification do not routinely exercise supervision.

Account Clerk II

Receives general supervision from the Customer Service Supervisor, Director of Support Services, or designee, depending upon area of assignment. May exercise functional and technical supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Prepares and maintains a wide variety of complex financial records and information; utilizes automated financial systems and a variety of word processing and spreadsheet programs to enter, store and retrieve information; researches and gathers information from a variety of sources for the completion of forms or preparation of reports; provides information in person and over the phone to the public, other governmental agencies and city staff requiring the use of judgment and the interpretation of a variety of policies, rules and procedures.
- Maintains accounting records, reconciles transactions, processes, enters, and verifies numerical or financial data related to area of assignment; handles payments at the counter, provides receipts, and performs the full range of Account Clerk duties.
- Assists other accounting personnel in performing a wide variety of technical accounting duties in the preparation, maintenance and processing of accounting records and financial transactions including accounts payable, accounts receivable and utility billing.
- Processes City expenditures according to established policies and procedures; maintains vendor database and purchase order files; receives and verifies all invoices from vendors; responds to department and vendor questions and inquiries; researches and solves accounts payable issues.
- Processes and maintains customer utility billing for water, sewer and refuse for all residential and business/commercial customers; processes new customer applications for utility services; accepts payments for utility services, various licenses, permits and fees; explains utilities billing, business license procedures and other regulatory policies to customers; processes and updates billing charges to customer accounts; monitors and notifies customers of delinquent account status; research and solve billing inquiries and adjust accounts if necessary.
- Prepares periodic and special reports as required, performs special projects and studies; collects and compiles statistical and financial data for special reports.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement, and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Account Clerk I/II**. A typical way of obtaining the required qualifications is to possess:

Account Clerk I

One year of responsible office support experience, and a high school diploma or equivalent. Some business or technical training in accounting or bookkeeping is desirable.

Account Clerk II

Two years of responsible experience in financial or statistical record keeping equivalent to that of an Account Clerk I in the City of Lincoln. An associate's degree in accounting, business administration or related field is desirable.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I and the II levels.)*

Knowledge of:

Principles and practices of financial record keeping, bookkeeping and governmental and fund accounting; basic principles and practices of account payables and receivables; standard business arithmetic as applied to accounting technical support; methods and techniques of cash management; data entry, data base access and standard report generation; public relations techniques and procedures; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Prepare, maintain and reconcile various complex financial, accounting, billing and statistical records; make arithmetic and statistical calculations quickly and accurately; implement, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety

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principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment including a computer and variety of word processing and software applications; operate automated billing and financial systems.

Salary Range: Refer to Professional Administrative Group Salary Schedule

FLSA: Nonexempt

Employee Group: Professional Administrative Group, Local 39

Effective: **July 1, 2017**