

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 related to the preparation and maintenance of budgetary, accounting, financial, and statistical records. Provides customer service to the public, City staff and vendors 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 classification in the Account Clerk series. Positions in this class typically require little or no directly related work experience. Incumbents work under immediate supervision while learning to perform routine accounting duties. As experience is gained and familiarity with departmental and City-wide procedures increases, incumbents work under general supervision and perform more varied tasks with increasing independence.

This classification is alternatively staffed with **Account Clerk II**, and incumbents may advance to the higher level upon gaining the required experience and demonstrating the necessary proficiency.

Account Clerk II

The **Account Clerk II** is the journey-level classification in the Account Clerk Series. Incumbents are expected to perform the full range of accounting support functions with minimal supervision, including complex and technical assignments that require a deeper understanding of accounting principles and procedures. This level is distinguished from Account Clerk I by the greater scope of duties, increased technical knowledge, and greater use of independent judgment in applying established procedures.

SUPERVISION RECEIVED/EXERCISED:

Account Clerk I

Receives general supervision from the Customer Service Supervisor, Accounting Manager, Finance Manager, or Director of Finance. Incumbents in this classification do not routinely exercise supervision.

Account Clerk II

Receives general supervision from the Customer Service Supervisor, Accounting Manager, Finance Manager, or Director of Finance. May serve in a lead capacity by providing functional and technical guidance to other Account Clerks.

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

- Prepares and maintains a wide variety of financial records and information; utilizes automated financial systems and various word processing and spreadsheet programs to enter, store, and retrieve

information; researches and gathers information from multiple sources for the completion of forms and 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 interpretation 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 and provides receipts; and performs a wide 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 the equivalent of:

Account Clerk I

Education:

High school diploma or equivalent.

Experience:

One year of responsible office support experience. Business or technical training in accounting or bookkeeping is desirable.

Account Clerk II

Education:

High school diploma or equivalent. An associate's degree in accounting, business administration, or related field is desirable.

Experience:

Two years of responsible technical experience in financial or statistical recordkeeping, including duties equivalent to those of an Account Clerk I in a public agency setting.

License/Certificate:

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

KNOWLEDGE, SKILLS AND ABILITIES: *(The following are a representative sample of the KSAs 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.

Skill to:

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

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

Salary Range: Refer to Professional/Administrative Salary Schedule

FLSA: Nonexempt

Employee Group: Professional/Administrative, Local 39