

CITY OF LINCOLN SENIOR ACCOUNT CLERK

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, performs complex and responsible 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. May serve in a lead capacity by providing technical and functional guidance to Account Clerks. Performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Senior Account Clerk** is the advanced journey-level classification in the Account Clerk series. Incumbents are distinguished from Account Clerk I and II by the higher degree of responsibility, independence, and complexity of work performed. Senior Account Clerks handle the most difficult and technical accounting support functions, interpret and apply policies to unique and complex situations, and often serve in a lead capacity by training, guiding, and reviewing the work of lower-level Account Clerks.

SUPERVISION RECEIVED/EXERCISED:

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

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

- Prepares and leads the maintenance of a wide variety of complex financial records and information; utilizes and provides guidance in the use of 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 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; may serve in a lead capacity over staff performing the full range of Account Clerk duties.
- Prepares accounts payable batches for entry and revision; verifies accuracy and reconciles financial data to accounts payable statements; processes accounts payable disbursements; receives and inputs special accounts payable batches for manual checks as needed; responds to department and vendor inquiries; researches and resolves accounts payable issues.
- Receives and reviews invoice payments for accuracy, proper authorization, and account coding; reconciles payments with accounts payable invoices and research discrepancies; records accounts

receivable transactions.

- Receives and processes general cash receipt payments, ensuring accuracy, proper documentation, and timely deposit.
- Serves in a lead capacity for processing and maintaining customer utility billing for water, sewer and refuse services for all residential and commercial customers; processes new customer applications for utility services; receives payments for utility services, licenses, permits, and fees; explains utility billing and regulatory policies to customers; updates billing charges to customer accounts; monitors and oversees the notification delinquent accounts; researches and resolves billing inquiries; and adjusts accounts as necessary.
- Prepares periodic and special reports as required; performs special projects and studies; gathers and compiles statistical and financial data for reporting purposes.
- 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. Requires clear effective communication in person and over the phone. 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 a **Senior Account Clerk**. A typical way of obtaining the required qualifications is to possess:

Education:

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

Experience:

Three years of increasingly responsible technical experience in financial or statistical recordkeeping, equivalent to an Account Clerk II 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.)*

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; in an effective and proper manner direct personnel; establish and maintain effective working relationships.

Salary Range:	Refer to Professional/Administrative Salary Schedule
FLSA:	Nonexempt
Employee Group:	Professional/Administrative, Local 39