



Department: Customer Service
Prepared By: Kurt Swanson

FLSA Status: Non-Exempt
Prepared Date: Nov. 2, 2016

JOB TITLE: Account Clerk II

SUMMARY:

Performs customer service in the receipt and processing of utilities payments and accounts and greets the public and visitors at the reception counter.

ESSENTIAL DUTIES AND RESPONSIBILITIES LISTED BY PRIORITY/FREQUENCY:

- Processes payments on utilities accounts.
- Maintains customer utility account records.
- Greets the public and customers at the reception counter.
- Collects cash and other forms of payment on utilities accounts.
- Communicates with customers concerning accounts at the counter and on the telephone.
- Transfers utilities accounts.
- Answers telephones and processes mail.
- Prepares reports, documents, shut offs, door tags and other communications.
- Processes work orders.
- Balances cash drawers, registers and petty cash.
- Issues and processes dog licenses.
- Processes bank deposits and various invoices.
- Runs listings of accounts from computer data base.
- Sets up and maintains customer files.
- Grants extensions on utility payments to customers.
- Monitors City staff radio communications and Fire Department scanner.
- May dispatch public works and utility workers in response to citizen calls.
- Contacts solid waste disposal contractor concerning citizen pick up requests.
- Operates a computer and software for the utilities accounting system.
- Prepares various reports and documents.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS, EDUCATION, AND EXPERIENCE:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or



ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or general education degree (GED); one year related experience and/or training; or equivalent combination of education and experience.

PREFERRED QUALIFICATIONS AND EXPERIENCE:

- Excellent verbal and writing skills.
- Ability to communicate effectively.
- Ability to present information and response to questions from customers and the general public.
- Ability to apply basic concepts of algebra.
- Ability to read, analyze, and interpret governmental rules and regulations – specifically regarding customer's use of utility services.
- Possess basic knowledge of municipal electric and water utilities and the operation of meters.
- Perform math calculations quickly and accurately. Understand and follow oral and written instructions.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid California Class C driver's license.

Every individual holding this position must possess and maintain all certificates, licenses and registrations required by law at the current time or in the future.

PHYSICAL DEMANDS:

- Sitting, standing, walking, climbing, grasping, lifting, manual dexterity, clear speech, clear hearing, clear seeing and driving. Ability to occasionally lift/move 25 pounds.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

- Generally indoors in a temperature controlled office.
- Noise level is usually moderate.
- Verbal, face-to-face contact, email, and telephone.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.