

City of Coalinga

155 W. Durian Avenue

Coalinga, CA 93210

Account Clerk I, II, III

Pay Class I: 21 General

Pay Class II: 23 General

Pay Class III: 25 General

FLSA Non-Exempt

DEFINITION

Under general supervision of the Financial Services Supervisor, performs a variety of routine and complex accounting duties as needed to expedite the processes and functions of the Financial Services Department including the maintenance and review of financial records and the preparation of reports pertaining to utility accounts, business licenses, accounts payable and receivable, and commercial cannabis operations. Assists customers at the front counter, answers and directs incoming phone calls, receives, distributes and processes mail, and completes other routine tasks as assigned.

CLASSIFICATION

The assigned duties in this multi-class range from entry to advance, and from routine to more complex as the incumbent demonstrates the ability to perform such duties. May be assigned to Accounts Payable, Utility Billing, Commercial Cannabis Operations, Business Licenses, the Front Counter, or other assignments of the Financial Services Department. May be assigned to multiple assignments concurrently.

Account Clerk I - This is the entry-level class in the Account Clerk series. Under close supervision with detailed instruction and review, incumbents are expected to learn the common and most typical tasks of the position. As training proceeds and the work is done with less supervision, incumbents preparing for advancement to level II receive more difficult and complex tasks to perform. The progression of Account Clerk I to Account Clerk II requires an evaluation of employee skill, completion of cross training in each assignment within the Classification, performance levels, training and education.

Account Clerk II - This is the intermediate-level class of the Account Clerk series. Incumbents are expected to perform a variety Financial Services tasks without detailed instructions. As skill and knowledge increases, more difficult duties are assigned for advancing to Account Clerk III. Incumbents may provide training to less experienced employees. Advancement to Account Clerk III requires an evaluation of employee skill, the ability to independently perform any of the assignments within the Classification, performance levels, training and education.

Account Clerk III - This is the advance-level of the Account Clerk series. Incumbents perform the full range of assigned duties and may receive occasional instruction as new or unusual situations

arise. Incumbents are expected to be fully aware of the operating guidelines and procedures within the department and may make independent decisions within the frame-work of written and oral instructions and accepted practices, processes and procedures while completing assignments. Incumbents may exercise functional supervision over less experienced Account Clerks as needed.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: Examples listed in this class specification represents but is not necessarily exhaustive or descriptive of duties assigned to this position. Each individual in this classification may not necessarily perform all the duties listed. Management reserves the right to assign other related tasks if such duties are a logical assignment for this position.

Accounts Payable

- Processes all accounts payables. Receives purchases orders, verifies accuracy to invoices, ensures correct signatures are on purchase orders, assures proper receipt of discounts, evaluates payment priorities, and contacts vendors as needed to resolve discrepancies and make corrections to invoices.
- Generates and mail checks, prepares registers associated with accounts payable processing, tracks payments and petty cash; may prepare correction journal entries related to disbursements.
- Maintains various files and records related to accounts payable i.e. vendor tax exemption information, travel requests, etc; files purchase orders and related information; updates files and purges records according to established records retention schedules.
- Completes special projects and assignments; researches, analyzes and prepares reports; composes correspondence, memos and letters.
- Assists visitors at the front counter and on the phone; responds to customer billing and service inquiries; answers questions, provides information and/or directs them to appropriate staff; provides forms, applications and other materials.
- Operates computer daily to enter utility payments and receipts; prepares daily report for balancing, updates daily receipts according to balancing results; prepares bank deposit.
- Performs other duties as assigned.

Utility Billing

- Prepares and enters such items as changes and new or terminated accounts.
- Reviews and prepares meter changes before exporting data to/from the meter reading program.
- Enters utility usage figures on computer input forms.
- Insures computer input records are current by opening and closing accounts and providing necessary adjustments.
- Confers with software representatives to insure the correct preparation of utility billing.
- Maintains a balance of delinquent utility accounts.

- Assists visitors at the front counter and on the phone; responds to customer billing and service inquiries; answers questions, provides information and/or directs them to appropriate staff; provides forms, applications and other materials.
- Operates computer daily to enter utility payments and receipts; prepares daily report for balancing and updates daily receipts according to balancing results; prepares bank deposit.
- Provide information concerning policies, regulations of data and changes to departments and other individuals; provide training as needed. Inform immediate supervisors of changes in utility status. Researches and answers questions on utility inquires, for exactness, neatness, and conformance to policies and procedures. Studies and standardizes resolutions and procedures to improve efficiency of policies.
- Maintains detailed general ledger records through a computerized system.
- Prepares and files accounting and financial transaction reports at various intervals.
- Assists in the process of accounting and financial record keeping and reporting, including general ledger entries, cash receipts, and utility billing payments.
- Prepares utility bills for mailing.
- Provides assistance and training to other clerical employees regarding the utility billing system and other office machines.
- Operates 10-key calculator and other office machines.
- Performs related duties as required.

Commercial Cannabis Operations

- Responds to customer inquiries at front counter; answers questions and addresses concerns.
- Audits trails of cash relating to commercial marijuana operations both on and off site.
- Calculates, collects and processes fees and taxes relating to commercial marijuana operations; issues receipts.
- Verifies insurance coverages for commercial marijuana businesses and ensures policies remain in effect.
- Reviews commercial marijuana operational reports; generates reports.
- Monitors utility usage for commercial marijuana operations.
- Reconciles commercial marijuana operational fees and taxes.
- Keeps accurate records relating to commercial marijuana financial operations.
- Answers telephone and screens calls and visitors, refers inquiries as appropriate and responds to minor questions and complaints on account status; provides information as requested.
- Cross trains in all Account Clerk functions and backfills as needed.
- Processes payment cash transactions from customers using accounting software; opens and processes payments from the mail and the drop box; processes and maintains daily cash receipts;

prepares bank deposits on a rotational basis.

- Performs general clerical accounting duties; prepares daily reconciliation of all payment transactions by reviewing and verifying all batch reports.
- Responsible for maintaining utility customer files and various records.
- Performs related duties as required.

Business Licenses

- Processes business license applications; reviews applications for accuracy and completeness; records and files documents; issues business licenses for owners of businesses.
- Performs general clerical accounting duties; calculates fees and collects payments; prepares bank deposits and balances daily cash reports.
- Assists visitors at the front counter and on the phone; responds to customer billing and service inquiries; answers questions, provides information and/or directs them to appropriate staff; provides forms, applications, and other materials.
- Enters and retrieves data using accounting software; produces statements and various other documents, summaries and reports.
- Maintains inventory and stock of supplies for department; orders supplies as needed.
- Operates a calculator and various other office machines.
- Performs other duties as assigned.

Front Counter

- Responds to customer utility billing and service inquiries at front counter; answers concerns regarding service levels and options, service rates and fee structures.
- Answers telephone and screens calls and visitors, refers inquiries as appropriate and responds to minor questions and complaints on account status; provides information as requested.
- Responsible for processing the main phone voice mail message system; logs in messages and distributes/relays to other departments daily.
- Prepares daily work orders for public works; operates a two way radio to maintain communication between office and field personnel.
- Processes payment cash transactions from customers using accounting software; opens and processes payments from the mail and the drop box; processes and maintains daily cash receipts; prepares bank deposits on a rotation basis.
- Performs general clerical accounting duties; prepares daily reconciliation of all payment transactions, by reviewing and verifying all batch reports.
- Provides assistance to utility billing clerk; assists in reviewing customer accounts to identify areas of concern. Assists utility clerk in preparing accounts for the collection process.
- Schedules appointments for the billing transit system, assists with building inspections, permits

- and business license processing.
- Responsible for maintaining utility customer files and various records.
 - Performs other duties as assigned.

MINIMUM QUALIFICATIONS

NOTE: *The specifications listed below outline the desirable qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

Education: Equivalent to completion of twelfth grade; specialized training or education in Accounting or a related field is highly desirable.

Experience: Account Clerk I: One (1) year of general office experience including some financial recordkeeping and accounting experience.

Account Clerk II: Two (2) years of increasingly responsible experience in municipal financial services with the City of Coalinga or other municipality equivalent to an Account Clerk I. Education in Accounting or a related field may be substituted for experience on a year for year basis whereas thirty (30) college semester units are equivalent to one year.

Account Clerk III: Five (5) years of experience in municipal financial services with the City of Coalinga or other municipality equivalent to an Account Clerk II. Education in Accounting or a related field may be substituted for experience on a year for year basis whereas thirty (30) college semester units are equivalent to one year.

Licenses: Valid State of California Drivers License, Class C; must be insurable under the City's insurance policy without the City incurring any additional premiums or costs.

NOTE: *It is the employee's responsibility to renew all applicable license(s). The City will reimburse the employee for any required training expenses.*

KNOWLEDGE, SKILLS AND ABILITIES

NOTE: *The following are a representative sample of the KSA's necessary to perform essential tasks of the position.*

Knowledge of: Generally accepted accounting principles; internal control principles and methods of application; modern office maintenance and practices; computer accounting applications and various software spreadsheet programs; operations of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette.

Skill and Ability to: Analyze routine accounting problems and make standard adjustments; make accurate arithmetic calculations; balance cash receipts; maintain accurate records and files; produce written documentation; perform detailed clerical work and maintain attention to detail despite frequent interruptions; understand and follow written and oral direction; work independently and make sound judgments within established guidelines; research information and solve customer

service problems; operate various types of office equipment such as a typewriter, 10 key calculator, etc; operate personal computer to produce or compose documents, reports and records; express ideas clearly both orally and in writing in the English language; work under tight deadlines; effectively prioritize and manage time; successfully multi-task and keep organized; maintain strict confidentiality and unquestionable integrity; have excellent attendance and be punctual; develop effective working relationships with supervisors, fellow employees, and the public; bilingual in English and Spanish is highly desirable.

ATTITUDE

Characterized by initiative, commitment to teamwork and quality performance, and a customer-service orientation; must interact in a positive manner with City employees and the public.

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

NOTE: The physical and psychological demands described herein are representative of those that must be met by an employee to successfully perform the essential duties of this classification.

Reasonable accommodations may be made to enable an individual with qualified disabilities to perform the essential functions of this job, on a case-by-case basis.

Ability to work in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as hearing and speaking to exchange information in person and on the telephone; vision sufficient to read written materials, including small print, and personal computer monitor; sitting for extended periods of time; occasional walking to other offices and standing for brief periods; bending and reaching to place or retrieve files, office supplies, binders and other reference materials; dexterity of hands and fingers to operate a personal computer, typewriter and other office equipment. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Individual must exercise good judgment, be flexible and sensitive in response to changing situations and needs; and communicate clearly and concisely, both orally and in writing.

Approved by:  9/12/19
Marissa Trejo, City Manager Date