

## CITY OF COVINA

### 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 a variety of clerical and technical accounting duties, which depending on the Department assigned, may include accounts payable, accounts receivable, business license processing/issuing, billing, cashiering, monitoring transportation services, utility accounts, and general accounting duties; provides customer services in person and by telephone; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

##### **Account Clerk I**

The **Account Clerk I** is the entry level classification in the accounting support series that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine accounting support and customer service duties while learning City policies and procedures. As experience is gained, there is 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 classification in the accounting support series in which incumbents are expected to perform the full scope of assigned duties, including accounts payable, accounts receivable, business license processing/issuing, administrative parking dismissals, permit tracking and issuing, billing, and related support duties with minimum supervision. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required. This classification is distinguished from the next higher classification of Finance Technician in that the latter is responsible for the more advanced para-professional duties within the Finance Department.

#### **SUPERVISION RECEIVED/EXERCISED:**

##### **Account Clerk I**

Receives immediate supervision from administrative and/or management staff of assigned department. Incumbents in this class do not routinely exercise supervision.

##### **Account Clerk II**

Receives general supervision from administrative and/or management staff of assigned department. Incumbents may exercise technical and functional supervision over assigned staff.

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

- Learns to perform and performs a variety of clerical and technical accounting duties, which depending on the area of assignment may include accounts payable, accounts receivable, business license processing/issuing, monitoring transportation services, utility accounts, and general accounting duties; provides customer services in person and by telephone; performs cashiering duties.
- Handles accounts payable; sorts and distributes invoices from vendors; contacts vendors regarding invoices and payments; processes invoices; receives departmental approval; enters all pertinent information into the City's computer system; generates, prints, signs and mails checks for payment; files and maintains copies of checks with invoice backups; creates various accounts payable reports.
- Receives payments, issues receipts, balances cash and prepares daily bank deposits; gathers payments and documents from the outside drop box, mail and over the counter; performs data entry and posts receipts to various City accounts and funds; operates cash register.
- Answers and routes calls as appropriate; receives the public at the front counter; answers questions and processes requests; sorts and processes mail; maintains a variety of records and files; orders supplies for assigned department.
- Prepares accounts receivable; receives and posts payments for utility billing, business licenses, transportation services, and other various fees; may perform payroll functions as needed.
- Maintains and reconciles a variety of ledgers, account records, and reports; assists with annual budget preparation by estimating costs and performing data entry; collects and enters time cards for assigned area.
- Processes business license requests; assists customers with questions regarding business licenses; routes all business license requests to appropriate departments for approval; maintains posting of payments; mails renewals and past due notices; prints and mails all business licenses upon approval; maintains business license files; notifies Code Enforcement of non-renewals.
- Monitors overnight Metrolink parking; updates, tracks and processes a variety of transportation related services such as Metrolink parking permits; oversees requests for parking citation dismissals.
- Prepares the Annual Smog Reporting Transmittal and maintains related records; annually prepares equipment rental rates; maintains and prepares monthly gas reports and billing for various users.
- Performs customer service as it relates to the City's Utility services, including billing issues, new accounts, cancellations of accounts, work orders and researching balances owed; performs utility billing duties as required.
- 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, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. 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 also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**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**

One year of clerical experience, including public contact and some financial record keeping and report preparation, and a high school diploma or equivalent.

**Account Clerk II**

In addition to the above, two years of general clerical experience, including financial or statistical record keeping or cashiering equivalent to that of an Account Clerk I in the City of Covina.

**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 II levels.)*

**Knowledge of:**

Modern principles and practices of financial record keeping, report writing, bookkeeping and basic governmental accounting; standard office and administrative procedures and practices; bank deposits and cash handling 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 practices, methods and 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 financial, accounting and statistical records; learn and excel in computer applications and software for utility billing, business license, accounts

payable/receivable, payroll and reporting; keep accurate records; write reports and perform tracking specific to assigned department; perform cashiering duties accurately; respond to questions from the public and City personnel regarding policies and procedures for assigned area; perform mathematical calculations quickly and accurately; interpret, 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.

**Skill to:**

Operate an office computer and a variety of word processing, spreadsheet and software applications, including billing and financial systems.