

## CITY OF EASTVALE



### **SENIOR ACCOUNT CLERK (Full-time)**

#### **DEFINITION**

Under general supervision of the Finance Director, to perform a variety of highly responsible and advanced level customer service functions, including receiving payments and checking account and application information; to explain procedures, receipting licenses and permits, and handling delinquent accounts by telephone and in-person; to perform specialized clerical work in connection with the preparation, validation, examination, coding, and reconciliation of fiscal, financial, payroll and statistical records; and to perform related duties as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Finance Director, City Manager, or City Manager designee.

#### **ESSENTIAL FUNCTIONS**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

1. Verifies warrants, deposit slips, computer source documents, business registration applications, and other records for arithmetical accuracy, consistency, and budget classifications requiring application of established coding and record keeping practices.
2. Responds to inquiries and resolve problems/complaints related to business registration; reviews applications, enters data into computer and issues certificates; identifies unregistered businesses by searching newspapers, flyers, ads, and related sources; assists applicants in completion of required forms.
3. Assembles, sorts, tabulates, codes, and files fiscal and statistical data; makes arithmetical calculations and verifies totals and extensions; performs data entry or maintains manual records to post, adjust, and balance accounts; allocates funds to correct accounts according to established procedure; balances and reconciles accounts.
4. Collects and accounts for money; issues vouchers and receipts; prepares deposits as assigned; generates computer or manual warrants as assigned, in accordance with established procedures; receives payments; validates receipts for all City departments.
5. Prepares and otherwise processes various bills and invoices; generates billing for accounts; prepares entries, tabulations, standard forms, and routine documents according to specific instructions; maintains related files; operates data terminals, calculators, and other standard office equipment as required.

6. Researches problem accounts; reviews and processes claims for overpayment; handles customer questions and concerns about accounts and payment procedures; contacts delinquent accounts.
7. Responds to inquiries in person or by phone, providing explanation of established procedures and work unit policies; issues routine correspondence to vendors, businesses, or the public according to established procedure, including routine collection correspondence.
8. As required, contact financial institutions, vendors, businesses, the public, or other agencies to verify or obtain routine information regarding City financial activity; and assist others involved in related activity.
9. Verifies time records against consultant invoices and check appropriate amounts against approved contracts; processes consultant invoices for accounts payable payments.
10. Monitors individual developer accounts for deposit thresholds and process appropriate accounts billing request for low threshold and delinquent accounts; places delinquent accounts on hold status until payment received; coordinates billings with accounts receivable staff; posts invoice payments to appropriate developer accounts and releases hold status.
11. Coordinates with Building, Planning, and Engineering departments regarding posting of time, revenues, and receipts.
12. Maintains payroll information by collecting, calculating, and entering data; updates payroll records by entering changes in exemptions, insurance coverage, and savings deductions; resolves payroll discrepancies by collecting and analyzing information; provides payroll information by answering questions and requests; maintains payroll operations by following policies and procedures; reports needed changes.
13. Assists in audit preparation and site visit.
14. Researches, recommends and implements best practice concepts.
15. Applies risk and control concepts to scenarios encountered and identifies potential issues and solutions.
16. Assists in administering employee benefits for payroll purposes including insurances, deferred compensation, and related programs; maintains updated legal posters.
17. Prepares account reconciliations for annual audit for payroll and other accounts as required.
18. Uses spreadsheet software to keep financial records and process documents involved in financial transactions; processes invoices for payment.
19. Prepares checks for authorized signatures and distribution and/or mailing.
20. Prepares and processes a variety of bi-weekly, monthly, quarterly and year-end reports; assembles, prepares and enters into computer a variety of data.
21. Creates correspondence.

22. Keeps abreast of new laws and regulations effecting area of responsibility, including payroll and human resources.
23. Conduct various cross-training with other clerical functions to cover the duties of other office staff during absences, as needed.
24. Assume responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
25. Performs related duties as assigned.

### **EXPERIENCE, TRAINING, AND LICENSE**

*Any combination of experience and training that would likely provide the required knowledge and abilities may be qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Qualifications:**

Graduation from an accredited college or university with a Bachelor's degree in accounting, and three years' of experience in the maintenance of financial records, accounts payable, accounts receivable, and payroll equivalent to the duties of an Account Clerk.

#### **License/Certificate:**

Possession of a valid Class "C" California driver's license and a satisfactory driving record.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **Knowledge of:**

General fiscal and financial record keeping practices; procedures, methods, and office equipment used in statistical record keeping; principles, methods and practices of payroll, accounts receivable, accounts payable, and customer account record keeping work; customer service practices and business communications techniques; safe work methods and safety regulations.

#### **Ability to:**

Perform difficult clerical, financial record keeping; make arithmetic calculations quickly and with accuracy; operate a computer using word processing and spreadsheet software; type accurately at a speed necessary to meet the requirements of the position; organize, set priorities and exercise sound judgment within areas of responsibility; work independently; handle a high volume of customer questions and concerns regarding billing, in person and by telephone; communicate clearly and effectively orally and in writing; understand and follow written and oral instructions; prepare clear, accurate and concise financial records and reports; establish and maintain effective working relationships with City Manager, management, staff, the public, and others encountered in the course of work; provide excellent customer service; skillfully and safely operate a motor vehicle when required in the course of performing work duties.

### **SPECIAL REQUIREMENTS**

Ability to attend special City events including weekends, evenings and holidays, as required.

Ability to attend night meetings and work extended hours, as needed and/or required.

## **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands:**

While performing the duties of this class, the employee is constantly required to sit and frequently stand, walk, talk and hear, both in person and by telephone; use hands or fingers to handle, touch, or operate standard office equipment; and reach with hands and arms. The employee occasionally reaches for items above or below desk level, and lifts and carries records and documents, typically weighing less than 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus; travel by vehicle while conducting City business.

### **Mental Demands:**

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; exercise sound judgment in the absence of specific guidelines; establish priorities and work on multiple assignments and projects concurrently; meet intense and changing deadlines given continual interruptions; and interact appropriately with staff, management, City officials, Boards, Commissions, contractors, consultants and others encountered in the course of work.

## **WORKING CONDITIONS**

The employee typically works in an office environment. Non-traditional work hours may be required in order to accommodate the City's needs including attendance at City Council meetings, special City events, and other related matters. These hours may include, but are not limited to: weekends, evenings and holidays. Occasional driving is required to attend special meetings at various City facilities, training sites, and public and private events.

## **FLSA STATUS**

This is a non-exempt classification.