

CITY OF ONTARIO

CLASS CODE 0205 GROUP 6
DEPARTMENT REVIEW _____ DATE _____
PERSONNEL APPROVAL [Signature]
EFFECTIVE DATE 2/24/91
SUPERSEDES _____

ACCOUNT CLERK

This is responsible, moderately complex clerical work involving accounting, billing, cashiering and customer service. Under supervision, is responsible for performing accounting, billing, cashiering and customer service according to pre-established guidelines, policies and procedures. Independent judgement is exercised in routine situations. Work is reviewed by observation and reports, while in progress or upon completion, for accuracy and adherence to policies and procedures.

TYPICAL EXAMPLES OF WORK

Assists customers, at a public counter or over the telephone, in completing applications or requests for service, answering questions, researching problems, or refers to appropriate official; enters and modifies computer data such as service requests, account and payroll information; operates computer to generate standard, menu-driven reports and examines reports to verify accuracy using pre-determined guidelines; operates cash register to receive and account for incoming cash flow such as utility payments, license fees, permit fees, etc.; issues receipts; calculates payment totals and reconciles to back-up documentation; posts account information to manual and computerized systems; enters commands to initiate computer calculations and printing; monitors past due accounts and follows up for collection or referral to small claims court or collection agency; researches periodicals for businesses operating without a license and follows up with appropriate action; contacts businesses with expired licenses in person, by telephone or mail to encourage renewal; files documents according to appropriate filing system; operates other related equipment as required; performs related work as required.

QUALIFICATIONS, KNOWLEDGE AND ABILITIES

Minimum: Equivalent to graduation from high school including or supplemented by courses in basic bookkeeping or accounting; one year of general clerical, accounting or cashier experience; knowledge of modern office methods and equipment; knowledge of cash accounting procedures; ability to operate standard office machines and equipment with reasonable speed and accuracy; ability to maintain accurate financial and statistical records; ability to deal tactfully and maintain effective working relationships with other employees and the public.

Desirable: Skill in the use of personal computer, printers, WordPerfect, Lotus 1-2-3 or other business software; experience in a municipal accounting or revenue division; valid California Class C Driver's License.