

**City of Grass Valley
JOB DESCRIPTION**

Senior Account Clerk

Title: Senior Account Clerk

FLSA: Non-Exempt

Report To: A higher level supervisor or manager

Unit: 2, Classified

SUMMARY OF JOB PURPOSE

To organize, assign and review the work of assigned personnel in the performance of clerical accounting duties; to perform the most difficult and complex clerical accounting support duties involving the maintenance of financial and statistical records, processing of accounts payable, accounts receivable and utility payments; and to provide general clerical support.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Account Clerk series. Positions at this level are distinguished from other classes within this series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the more complex duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series including performing complex clerical accounting duties and may provide technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a higher level supervisor or manager.

Exercises technical and functional supervision over assigned clerical accounting staff.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks):

1. Plan, prioritize, and review the work of staff assigned to a variety of clerical accounting duties.
2. Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
3. Participate in evaluating the activities of staff, recommending improvements and modifications.
4. Provide and coordinate staff training; work with employees to correct deficiencies.
5. Perform the most complex and difficult clerical accounting duties involving the preparation and maintenance of accounts payable, accounts receivable and utility billing.
6. Handle difficult or sensitive interactions with customers or other members of the public, in person, by telephone, or e-mail; work with vendors and suppliers as related to area of assignment.
7. Audit revenue sources of the City including internal auditing related to charges for fees by various City departments.
8. Receive and review bill adjustments; calculate adjustment amounts based on qualifying factors; develop and maintain payment programs.

9. Research and resolve difficult and complex customer account issues and financial discrepancies.
10. Develop and analyze productivity reports; develop and implement procedures related to area of assignment.
11. Provide and coordinate staff training; work with employees to correct deficiencies.
12. Perform various routine clerical duties such as answering telephone, creating forms, typing memos and letters, receiving and distributing mail, and maintaining files.
13. Perform the duties of Account Clerk I/II, as required.
14. May perform monthly reconciliation of various statements for utilities, trust and agency expenses and claims.
15. Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
16. Perform related duties and responsibilities as assigned.

QUALIFICATIONS

To perform this job successfully, an incumbent must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

1. Principles and practices of technical and functional supervision and training;
2. Methods, practices, terminology, and procedures used in general and governmental accounting;
3. Municipal accounting system requirements and procedures;
4. Methods, concepts and terminology used in financial accounting and cash management processes;
5. Pertinent local, State and Federal laws, rules and regulations related to area of assigned responsibilities;
6. Modern office equipment and procedures including use of word processing and spreadsheet applications;
7. English usage, spelling, grammar and punctuation;
8. Advanced principles of customer service.

Ability to:

1. Provide technical and functional supervision over assigned staff; effectively train staff;
2. Perform the most difficult and complex clerical accounting duties;
3. Understand, interpret and apply principles, laws and procedures related to accounting and utility billing;
4. Maintain accurate records and files;
5. Respond to the more difficult and complex inquiries related to financial accounting records, processes and utility billing;
6. Prepare financial and statistical reports;
7. Make accurate mathematical calculations;
8. Communicate clearly and concisely, both orally and in writing, for the public and City organization;
9. Maintain cooperative working relations with the general public and employees with an emphasis on customer service;

10. Follow oral and written instructions;
11. Operate a computer using word processing and business software and other office equipment;
12. Carry out the mission of the City and the Department maintaining adherence to the City's organizational values.

EDUCATION AND EXPERIENCE:

A typical way to obtain knowledge, skills and abilities to perform this job is:

1. Equivalent to completion of the twelfth grade and 2 years of experience similar to Account Clerk II with the City of Grass Valley. Previous lead and/or supervisory experience and/or an Associate's degree with major coursework in business administration, accounting, or related field are highly desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Must have a valid State of California Class C Driver's License with an acceptable driving record to attend meetings, training, or classes.
2. Pass appropriate background check prior to hire date (due to cash management and handling).

LANGUAGE SKILLS

Ability to read, write and communicate in English at a level required for successful job performance. Effectively present information and respond to questions from managers, employees, and the general public.

MATHEMATICAL SKILLS

Ability to use and understand basic mathematical concepts such as: adding, subtracting, multiplying, dividing, simple fractions and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form; analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions; and interpret an extensive variety of regulatory or technical instructions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job the employee is regulatory required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment and talk and hear. The employee is occasionally required to carry up to 25 pounds alone. The employee may occasionally be required to stoop, crawl, crouch, balance or climb short distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

WORKING ENVIRONMENT

The work environment is typical of an office setting with associated noise from office equipment, building HVAC, adjacent roadway activity and other employees.

GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.