



City of Lindsay

JOB DESCRIPTION ACCOUNT CLERK III

Class Title: ACCOUNT CLERK III
Department: FINANCE
Location: CITY HALL, 251 E. HONOLULU

GENERAL PURPOSE

Performs routine and complex supervisory, clerical, administrative, and data processing work in the Finance Department.

SUPERVISION RECEIVED:

Works under the general supervision of the Finance Director.

SUPERVISION EXERCISED

Exercises supervision over account clerks and assigned support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepares City Payroll, Risk Management correspondence, performs daily bank deposits and reconciliation; supervises Utility Billing, Code Enforcement, Accounts Payable, Business License personnel, and performs other related public services.

Determines work procedures, prepares work schedules, and expedites workflow.

Issues written and oral instructions.

Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.

Studies and standardizes procedures to improve efficiency of subordinates.

Maintains harmony among workers and resolves grievances.

Prepares composite reports from individual reports of subordinates.

Adjusts errors and complaints.

Performs or assists subordinates in performing duties.

Reviews billings for correctness and accuracy and re-figures bills which have been issued to customers improperly.

Oversees accuracy of meter readings and directs rereading of meters where there appears to be an inconsistency between the readings for present and previous months.

Interprets city ordinances relating to utility services.

Receives telephone calls and citizen visits concerning utility billings or services; handles questions and matters of a more technical nature; responds to citizen complaints.



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Oversees collection of delinquent accounts, including preparation and mailing of final utility notices, shut-off and turn-on orders, establishing and monitoring payment schedules, customer follow-up account research, preparing liens and write-offs; may appear in court to testify in behalf of City, when appropriate.

PERIPHERAL DUTIES

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from twelfth grade or GED equivalent with specialized course work in general office practices such as typing, accounting, data processing;
- (B) Two (2) years of related college level training; (AA desirable.)
- (C) Two years of related experience, or
- (D) Any equivalent combination of education and experience, with additional experience substituting for the required college level training on a year-for-year basis.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures;
- (B) Skill in operating listed tools and equipment.
- (C) Ability to perform basic math computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions; ability to work with angry or difficult customers.

SPECIAL REQUIREMENTS

None.

TOOLS AND EQUIPMENT USED

Personal computer, central billing system terminal, central financial computer, 10-key calculator by touch, phone, fax and copy machines.

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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required; pre-employment physical and drug test.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.