

Olivehurst Public Utility District



Agenda Item Staff Report

Meeting Date: August 15, 2019

Item description/summary: Account Clerk II Position

One of our Account Clerk II's recently resigned to take a position in the Bay area. Because we have limited staffing, losing even one staff member can be devastating to the flow of work in the Business Office. Attached is the revised position description. The changes made to the position description are the skill sets needed to perform this job.

Fiscal Analysis:

No fiscal impact as we are filling a recently vacated position.

Sample Motion/Staff Recommendation:

Consider approving the revised position description and authorization to fill the vacant Account Clerk II position via District policies.

Prepared by:

Cindy Van Meter/Office Manager-Human Resource Coordinator

OLIVEHURST PUBLIC UTILITY DISTRICT
ACCOUNT CLERK II

DEFINITION

Under supervision, maintains individual customer accounts and subsidiary cash receipts journals; handles customer service in person and/or by telephone.

JOB CHARACTERISTICS

This is a journey level position. Employee is expected to work more independently on accounting clerical assignments' once training is complete, therefore requiring a broader knowledge of accounting principles.

DESIRABLE QUALIFICATIONS

Knowledge of:

- The methods, practices and terminology used in financial and statistical clerical work.
- Basic bookkeeping principles.
- General office equipment.

Skill in:

- Recognize, prioritize, and accomplish needed tasks.
- Respond quickly and effectively in difficult situations.
- Effectively working with other employees.

Ability to:

- Perform various accounting/clerical tasks.
- Follow oral and written directions.
- Collect and process payments and related forms.
- Perform routine billing/posting and customer service duties as assigned.
- Post customer payments and adjustments to computerized billing system.
- Balances accounts receivables, bills accounts receivables, reconciles accounts receivables, and cash receipts daily and monthly.
- Handles customer service orders and complaints.
- Receives monies and prepares daily deposit for banking.

- Maintains subsidiary accounts receivable.
- Compute metered rates.
- Open daily mail.
- Compile field review checklist.
- Maintain computerize database.
- Keep customer service reference files updated.
- Answer telephone and handle inquiries and/or refer to appropriate personnel.
- Carry out policies of the District.
- Keep abreast of new and changing technology relevant to this position.
- Use initiative and independent judgment.
- Use a personal computer and job-related software applications.
- Type 45 wpm.
- Perform 10/key by touch.

REQUIREMENTS

Minimum requirements:

- High School diploma or GED equivalent.

Preferred requirements:

- Two-Four years clerical experience with emphasis on accounting skills and cash handling
- Two years customer service experience
- Graduation from a two-year college with an Associates Degree in accounting may be substituted for the experience qualification in accounting skills.
- Ten-key by touch and Microsoft Office basic skills.
- Possession of valid California Drivers License.
- Insurable by District's auto liability insurer.

SPECIAL REQUIREMENTS

Essential Duties require the following physical skills and work requirements: Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements (typing, ten-key, etc.); requires sufficient sight and hearing to perform customer service duties, general office duties, and use of general office equipment.

Olivehurst Public Utility District is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodation to qualified individuals with disabilities.