

# **ACCOUNTING CLERK- I**

## **GENERAL STATEMENT OF DUTIES:**

This position requires 80% customer service (face to face) and personal interaction with the City's Public Utilities customers. Work involves responsibility for the rapid and accurate completion of transactions necessary to receive money from the public in payment of water, sewer bills and miscellaneous fees. The incumbent is responsible for various clerical tasks relying heavily on good keyboarding skills, account skills, and computer skills. Work is performed according to established and well-defined procedures. Multi-tasking is a daily feature of this position.

Specialized clerical work is involved to include, maintaining delinquent account financial records, payment plans, correspondence, receipting payments, meter reading reviews and setting up new accounts. Team environment that will require assistance of employees across job classifications in the performance of routine duties.

This position involves considerable public contact and requires confidentiality of record processed.

## **SPECIFIC DUTIES:**

- Makes arrangements with delinquent customers to bring their accounts current.
- Prepares work orders to discontinue service for unresolved delinquent accounts and maintains corresponding reports.
- Identifies property owners and makes arrangements to collect monies owed for outstanding final bills
- Identifies when further action is required and follows through with established procedures for collection.
- Receives, counts, balances and reports cash and negotiable instruments for the payment of utility bills and miscellaneous fees.
- Operates a cash register, calculator and other office machines and equipment.
- Performs a variety of clerical, typing, data entry, handling of cash and general clerical work as required.
- Must be capable of balancing a cash drawer.
- Must be capable of answering phones and good public relations with customers.
- Must be able to type correspondence from rough draft and compose routine replies.
- Receives and processes mail accurately and verifies that funds are receipted properly.
- Calculates leak credits and processes returned checks.
- Knowledge of billing and final billing procedures, policies and rules.
- Must be able to multi-task and perform a variety of tasks on a rotating basis.
- All other duties as assigned

## **QUALIFICATIONS:**

- Must demonstrate regular and predictable attendance.
- Must be able to perform heavy manual labor which includes lifting, reaching, stretching and bending.
- Must have and continually maintain a working telephone (proof will be required and records must be kept up to date).
- Must be in possession of an continually maintain a valid Ohio driver's license
- Must be trustworthy and able to communicate satisfactorily with other employees and the general public.
- Must be at least eighteen (18) years of age.
- Must be a high school graduate or possess a G.E.D.
- Must possess good mathematical skills.
- Pleasant and proper telephone etiquette skills are required.
- Must have good computer skills and knowledge of MS software.
- Must be able to operate all standard office equipment and personal computers.

## **KNOWLEDGE, SKILL AND ABILITIES:**

Must possess good knowledge of English, business arithmetic, office terminology, procedures and equipment. Candidate shall have some knowledge of elementary bookkeeping and the ability to enter information into the data entry system. Ability to understand and follow complex oral and written directions is a requirement. The successful candidate shall have the ability to maintain complex clerical records and prepare reports. Must have working knowledge of the methods of handling receipts and maintaining records of money received. Working knowledge of modern office methods and procedures and of the equipment used in processing cash. The ability to make rapid and accurate arithmetical computations is required.

## **QUALIFICATIONS**

Experience in clerical, customer service work of an account service nature, and utility billing process. Completion of computer key-boarding class and high school level accounting class, or any equivalent combination of experience and training which provides the required knowledge, skill and ability.

## **BENEFITS:**

The City of Elyria offers a comprehensive package of great benefits! Healthcare, prescription coverage, dental and vision coverage, and group life insurance. Time-off benefits include paid vacation, paid holidays, and paid sick leave.

## **SCHEDULE OF HOURS:**

Regular Schedule - Monday through Friday 8:00 A.M. to 4:30 P.M.

This position demands off-schedule hours, call-in hours, stand-by work, and other non-routinely scheduled duties. Incumbents must understand that their flexibility is second to the City's work demands during times of weather or service emergencies.

Qualified candidates should submit a City of Elyria application found at [www.cityofelyria.org](http://www.cityofelyria.org) via e-mail to [careers@cityofelyria.org](mailto:careers@cityofelyria.org) or by mail or in person to ATTN: HR, 131 Court Street, Suite 104, Elyria, OH 44035.

As an equal opportunity employer, the City of Elyria does not discriminate in its employment decisions on the basis of race, religion, color, national origin, gender, sexual orientation, gender identification, age, military status, veteran's status, genetic information, disability, ancestry, familial status, or on any other basis that would be in violation of any applicable federal, state, or local law.

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