

ADMINISTRATIVE ACCOUNT CLERK

DEFINITION

Performs varied bookkeeping, reception, and customer services administrative clerical support duties in providing a wide variety of information to other employees and public. As the Town's administrative receptionist, the incumbent receives, reviews, processes and records Town fees and documents.

DISTINGUISHING CHARACTERISTICS

This is the Town's administrative and accounting clerical support position in which the incumbent is responsible to provide reception, customer services, bookkeeping, and clerical duties for the various departments. Because of the diversity of the position in providing a wide variety of clerical support activities to the Town departments, the incumbent must possess a high degree of tact, initiative, and flexibility. Additionally, the incumbent must frequently exercise independent judgment while working with the public and processing administrative documents and records.

SUPERVISION RECEIVED

Direction is provided by the Administrative Services Supervisor. Supervision for financial/accounting and utility billing matters is provided by the Finance Director.

ESSENTIAL DUTIES

Answers phone and responds to public at counter; reviews bills submitted to Town, attaches supporting documentation for payment, checks codes, and prepares for approval; reads meter reading documents and prepares utility bills; receives, records, issues receipts, and deposits fees and bill payments; enters billing data into computer and prepares checks; types announcements for community access channel; balances and replenishes petty cash; receives, records, and processes Community Hall rental payments; prepares various invoices, late notices, and billings; receives and processes requests for water turn-ons and shut-offs; posts agendas and public notices; assists in month end closing.

OTHER DUTIES

Types, files, and provides clerical support to various departments; maintains records including business licenses and receivables; maintains and files weed abatement and backflow notices; sorts and date stamps incoming mail and prepares outgoing mail; backs-up computer system; prepares reports and related financial information; keeps records and reports including bus passengers counts; provides back-up clerical support for various meetings; processes bounced checks and stop payments; works on special projects as assigned.

QUALIFICATIONS

Experience/Education

Sufficient experience and education to quickly learn the basic functions of Town operations, communicate that knowledge to the inquiring public, and perform basic account payables and receivables record keeping for Town activities. A typical way of obtaining the required qualifications is to possess the equivalent to two years of clerical support experience supplemented by public contact and bookkeeping activities AND to have the equivalent to a twelfth grade education supplemented by specialized training in office procedures, including record keeping techniques.

Knowledge/Skill/Ability

General knowledge of modern office practice, procedures, machines and computerized equipment related to reception, cashiering, billing and accounts payable and receivable; basic business data processing principals and practices as applied to preparing correspondence, reports and financial transactions; principles and practices of municipal bookkeeping and financial record keeping. Skill in typing with sufficient speed and accuracy to prepare correspondence, reports, and billing statements; maintaining accurate records and reports; operating a variety of office machines and computerized equipment essential for conducting necessary Town business; working with the public, including providing requested information. Ability to learn and perform varied Town office procedures including billing and bookkeeping transactions; understand and implement oral and written instructions and make independent decisions are also required.

Working Conditions

Position requires sitting, standing, walking on level surfaces, twisting, turning, kneeling, bending, stooping, squatting, and crouching in the performance of daily activities. The position also requires grasping, repetitive hand motion, and fine coordination in writing and typing correspondence and reports and in data and ledger entering. The need for accurate near vision is used in filing and completing forms and reports. Additionally, the incumbent relies on acute hearing in providing customer services at the counter and by phone. Because the working environment is in a public administrative setting, the incumbent works with frequent deadlines, constant interruptions and, at times, impatient and irate customers.