



JOB DESCRIPTION
Account Clerk

Job Class: 3 **Starting Pay Range:** \$13.91 - \$15.30/hr **FLSA Status:** Non-Exempt

Date: 12/03/2012 **Supervised by:** Administrative Services Director **Date Approved:** 12/03/2012

JOB DEFINITION

The Account Clerk is responsible for greeting guests in a professional, friendly, hospitable manner. This employee is responsible for the utility billing process and is accountable for the payroll process for the City of Edgerton. This employee should possess excellent communication and public relations skills.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from the Administrative Services Director
- Exercises no supervision
- Coordinates work with other City departments as needed

EXAMPLES OF ESSENTIAL DUTIES *(This list is not to be construed as a complete representation of the responsibilities of the job, and may include other duties as assigned that are not listed below.)*

Importance	Tasks	% of Time
1	Receptionist's duties include administrating all incoming calls and ensure they are redirected accordingly. Greets guests in a professional, friendly, hospitable manner. Open and close visitor area (locking doors, closing blinds, turning off lights) Type memos, correspondence, reports, and other documents. Performs a variety of clerical duties.	50
2	Performs accounting functions by performing, but not limited to, the following duties: Apply customer payments. Research and solve payment discrepancies. Process credit card payments and credits. Prepare daily manual deposits. Prepare statements for mailing to customers. Assist in administering collections of accounts. Serve as Records Custodian for Utilities.	40
3	Payroll duties include compiling payroll data such as garnishments, vacation time, and insurance and deductions. Review the information for completeness and accuracy. Obtain supervisory approval of time card discrepancies. Obtain overtime approvals. Process garnishment requests. Process and close periodic payrolls. Print and issue paychecks. Process direct deposit payments. Calculate and deposit payroll taxes. Process required payroll reporting.	5
4	File incoming material such as mail, accounts payable, and open account documentation according to file system. Search for and investigate information contained in files, completes vouchers, keep files current, and supply information from file data or remove files upon request.	5

IMPORTANT JOB FUNCTIONS,

- Able to answer telephone calls while performing other duties.
- Excellent phone etiquette
- Excellent verbal communication skills
- Punctual
- Able to work with minimum supervision
- Should be customer service driven
- Knowledge of MS Office (Word, Excel, Outlook, Access)
- Able to learn accounting software
- Able to multi-task
- Professional appearance
- Able to serve walk-in customers while performing other duties.

MATERIAL AND EQUIPMENT USED:

Computer

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Proficiency with accounting software is preferred.

Two to three years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Must be bondable.

Licenses and Certifications:

Valid Driver's License with safe driving record during employment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic knowledge of administering municipal utility billing processes.
- Basic knowledge of administering payroll.
- Basic knowledge of applicable state, federal and local ordinances, laws, rules and regulations.
- Basic knowledge of MS Office (Word, Excel, Outlook, Access).
- Basic knowledge of standard operating guidelines and policies, rules, and regulations.
- Basic knowledge of safety procedures for all aspects of job.

Skill in:

- Communicate clearly and concisely, both orally and in writing.
- Excellent attention to detail.
- Document operating records of various tasks and assignments.
- Able to maintain confidentiality of certain public records, transactions, and information. Can identify sensitive records and information and follow procedures for maintaining confidentiality.

Mental and Physical Abilities:

- Works well in a team environment.
- Able to work with a diverse group of people.
- Be courteous, diplomatic, even-tempered, cordial, patient, impartial, cooperative and cheerful when dealing with supervisors, co-workers, elected officials, and the public.
- Establish and maintain effective working relationships with all encountered during the course of work.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms.

WORKING CONDITIONS:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbents working conditions are typically moderately quiet. The employee is occasionally required to carry, lift, move or pushing up to 25 pounds. This job may require occasional bending, squatting and twisting. This job includes frequent use of manual dexterity and visualization of a computer screen throughout the day.

This position may be required to work overtime, evenings, weekends, and some holidays.

I understand that nothing in this job description restricts the City's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this job description and its related duties.

_____	_____	_____
Employee Name	Employee Signature	Date

_____	_____	_____
Supervisor Name	Supervisor Signature	Date

_____	_____	_____
City Administrator	City Administrator Signature	Date

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.