

**ACCOUNT CLERK I  
ACCOUNT CLERK II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**SUMMARY DESCRIPTION**

Under supervision (Account Clerk I) or general supervision (Account Clerk II) of assigned supervisory or management staff, performs a variety of clerical accounting work involved in performing financial record keeping and reporting duties in support of assigned accounting system, function, or program area; prepares, processes, maintains, and verifies financial/accounting documents and records; provides customer service in person and by telephone; and performs general office duties in support of assigned office.

**IDENTIFYING CHARACTERISTICS**

**Account Clerk I** - This is the entry-level clerical accounting class in the accounting support series performing the more routine and less complex clerical accounting support and customer service assignments while learning City policies and procedures. This classification is flexibly staffed with Account Clerk II. Advancement to the “II” level is based on demonstrated proficiency in performing the assigned functions, the completion of the minimum experience and education requirements for the “II” level, and is at the discretion of higher level supervisory or management staff.

**Account Clerk II** – This is the full journey level clerical accounting class within the accounting support series. Employees within this class are distinguished from the Account Clerk I by the performance of the full range of clerical accounting support duties as assigned including performing the full scope of clerical financial record keeping transactions, customer service functions, and related support duties. Positions in this class series are flexibly staffed and are generally filled by advancement from the “I” level, or when filled from the outside, require prior experience. Advancement to the “II” level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

**REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs a variety of responsible clerical accounting and financial office support duties in support of assigned accounting system, function, or program area including in the areas of utility billing, accounts receivable, and accounts payable.
2. Prepares, maintains, and/or verifies a variety of accounting, financial, and statistical records, ledgers, logs, and files; gathers, assembles, tabulates, enters, checks, verifies, balances, adjusts, records, and files financial data; codes data according to prescribed accounting procedures; reviews information to ensure accurate reporting; resolves discrepancies; establishes and maintains various files and records.
3. Performs data entry; posts receipts and other information to various City accounts and funds.
4. Assists in the preparation of financial, accounting, and statistical statements, analyses, documents, and reports; assists other accounting staff and departmental management in the preparation of reports and presentations to City management and the City Council; gathers and organizes data.

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5. Performs a full range of customer service duties related to area of assignment; provides information to the public and City staff requiring the use of judgment and the interpretation of policies, rules, and procedures.
6. Performs a full range of duties in support of the accounts receivable function; prepares billing for accounts receivable; prepares accounts receivable reconciliation; prepares and sends billing notices.
7. Performs a range of clerical accounting duties in support of the utility billing function; provides customer service by phone and in person in support of the utility billing function including all aspects of the billing process and account maintenance; answers questions and complaints from customers and provides information on program activities and policies; receives and processes payments in person and through the mail as well as automatic draft/credit card payments; issues receipts; balances cash and prepares bank deposits.
8. Performs the accounts payable function; participates in reconciling invoices and related documentation and preparing accounts payable for payment; answers questions from departments and vendors regarding payment status for invoices; assists in preparing accounts receivable billings and reconciliation.
9. May assist in the payroll function; inputs employee time sheets and verifies hours and time off; updates employee leave balances and related payroll records including use of vacation, sick leave, and related benefits; assists in processing payroll checks through financial accounting system; distributes checks; assists in the preparation of payments for third party vendors; responds to employee questions related to timesheets or use of paid leave.
10. May perform a variety of general office support functions including typing, record keeping, proofreading, and forms and report generation.
11. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Basic operations, services, and activities of assigned accounting system, function, or program area.

Clerical accounting principles and practices used in financial record keeping, bookkeeping, and basic governmental accounting.

Methods and techniques of coding, verifying, balancing, and reconciling accounting records.

Mathematical principles.

Customer service techniques, practices, and principles.

Methods and techniques of proper phone etiquette.

Principles and procedures of record keeping and filing.

Methods and techniques for basic report preparation and writing.

English usage, spelling, grammar and punctuation.

Business letter writing and basic report preparation.

Modern office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical software.

Pertinent federal, state, and local laws, codes, and regulations.

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**Ability to:**

- Perform a variety of clerical accounting and office support duties and activities of a general and specialized nature in support of assigned accounting system, function, or program area.
- Perform a variety of accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile a variety of records and files.
- Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
- Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.
- Implement and maintain filing systems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports.
- Participate in the preparation of a variety of administrative and financial reports.
- Read, understand, and review documents for accuracy and relevant information.
- Deal successfully with the public, in person and over the telephone; respond tactfully, clearly, concisely, and courteously to issues, concerns, and needs.
- Work cooperatively with other departments, City staff and officials, and outside agencies.
- Operate and use modern office equipment including a computer and various software packages.
- Use applicable office terminology, forms, documents, and procedures in the course of the work.
- Type and enter data at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Account Clerk I**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

One year of clerical experience preferably involving financial record keeping and extensive public contact.

**Account Clerk II**

**Education/Training:**

Equivalent to the completion of the twelfth grade. Specialized general office and clerical training is desirable.

**Experience:**

Two years of responsible clerical accounting experience comparable to that of an Account Clerk I with the City of Suisun City.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.