



CITY OF CHINO

Account Clerk I Account Clerk II Account Clerk III

Definition:

Under supervision, performs a variety of clerical accounting duties involving financial recordkeeping and/or transactions including accounts payable and receivable, utility billing, business license, payroll, and cashiering; respond to requests and inquiries; and, does related work as assigned.

Class Characteristics:

Account Clerk I: An Account Clerk I performs a number of repetitive and closely related duties according to established procedures. Work may be reviewed while being carried out and upon completion; and, changes in procedures, or exceptions to rules, are explained in detail as they arise. The Account Clerk I must be responsible, accurate, and proficient in the duties assigned. This position exercises less independent discretion and judgment in matters related to finance work procedures and methods. The Account Clerk I is not required to demonstrate the same level of finance knowledge or skills as the duties inherent in this position are less complex than those of the Account Clerk II classification. Typical work assignments may include: cashiering; invoice payment processing; assisting with payroll; data entry; preparing routine reports; and, providing basic information to the general public and employees.

Account Clerk II: An Account Clerk II performs a full scope of para-professional duties in the areas of accounting and finance, and is required to perform a variety of accounting and finance duties with only occasional instruction and assistance. Work is normally reviewed only upon completion and for overall results. Substantial knowledge of standardized accounting principles, finance practices, policies and procedures; and the ability to resolve customer service problems that require the use of sound independent judgment are essential. The Account Clerk II produces accurate work while maintaining a high productivity level and routinely handles complex finance procedures. The Account Clerk II is responsible for understanding and communicating financial policies to City personnel and the public. This position may have independent responsibility for comprehensive accounting functions and applies well developed technical accounting knowledge to each assignment. Typical work assignments may include: processing closing bills; complete accounts payable processing; statement reconciliation; performing specialized payroll processes and related payroll functions; and communicating information to staff and the general public.

Account Clerk III: An Account Clerk III performs the most complex and highly sensitive para-professional duties in the areas of accounting and finance, and is required to perform a variety of accounting and finance duties with a high level of independence. Work may be reviewed when circumstances warrant, but does not require routine review. In addition to the expectations of and requirements for Account Clerk II, an Account Clerk III must have substantial knowledge of applicable state and municipal codes including, but not limited to, California Government Code, Business &

Account Clerk I
Account Clerk II
Account Clerk III

Professions Code, and City of Chino municipal code, and must have the ability to apply these regulations in various unique and complex licensing, permitting and billing situations. This position has independent responsibility, and must possess excellent judgment and problem-solving skills. Typical work assignments, which differentiate the Account Clerk III may include: processing Special Event permits and Special Business Licenses; calculating, issuing and pursuing recovery of special billings such as those involving cost-recovery; Small Claims court preparation and representation; and interacting with other state, county and local enforcement agencies.

NOTE: ADVANCEMENT FROM ONE LEVEL TO ANOTHER IS NOT INHERENT TO THIS CLASSIFICATION SERIES. THE COMPLEXITY OF ASSIGNMENTS DISTINGUISHES THESE JOB CLASSIFICATIONS. PLACEMENT AT ANY LEVEL AND/OR ADVANCEMENT FROM ONE LEVEL TO ANOTHER OCCURS AT THE SOLE DISCRETION OF THE DEPARTMENT DIRECTOR BASED ON THE NEEDS OF THE DEPARTMENT.

THE ACCOUNT CLERK II MAY PERFORM SOME, OR ALL, OF THE DUTIES TYPICALLY ASSIGNED TO THE ACCOUNT CLERK I CLASSIFICATION ON AN AS NEEDED BASIS – IN ADDITION TO PERFORMING HIGHER LEVEL ACCOUNTING AND FINANCE WORK AS DESCRIBED.

THE ACCOUNT CLERK III MAY PERFORM SOME, OR ALL, OF THE DUTIES TYPICALLY ASSIGNED TO THE ACCOUNT CLERK I AND/OR ACCOUNT CLERK II CLASSIFICATION ON AN AS NEEDED BASIS – IN ADDITION TO PERFORMING THE SPECIALIZED ACCOUNTING AND FINANCE WORK AS DESCRIBED.

OPPORTUNITIES MAY BE PROVIDED ON AN INTERMITTENT OR OCCASIONAL BASIS, TO CROSS-TRAIN IN DUTIES TYPICALLY ASSIGNED TO THE NEXT HIGHER LEVEL WITHIN THIS SERIES.

Essential Functions:

- Handle confidential matters with discretion.
- Prepare and process utility bills.
- Collect payments over the counter; through the mail; and online.
- Balance cash drawer and prepare deposits.
- Process applications and permits in accordance with municipal code regulations.
- Review and check records, forms and other documents for accuracy, completeness, and conformance with policies and procedures.
- Perform data entry on a wide variety of information in creating and maintaining records.
- Prepare and maintain files of correspondence, financial and statistical reports, records, invoices and other documents.
- Check and index invoices and prepare them for payment.
- Assist in preparing, processing, reviewing, and maintaining City payroll and related financial records.

- Possess strong customer service skills.
- Respond to questions and requests for information.
- Type a variety of forms, letters, and other correspondence.
- Accurately count, record and balance assigned transactions.
- Receive, sort and distribute incoming and outgoing mail.
- Type accurately at a speed that demonstrates job efficiency.
- Operate a variety of office equipment.
- Perform any other tasks deemed necessary to the conduct of daily operations of the City.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Account Clerk III

- Compile data, calculate recoverable expenses, and issue special bill invoices.
- Pursue collection of past-due special bills, including, but not limited to, collection through the Franchise Tax Board and Small Claims court.
- Process Special Event Permits; identify municipal resources needed; and coordinate communication and approval processes from these resources.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated by their past and current employment. A typical example includes:

Account Clerk I

Education:

- High School Diploma or G.E.D. (required).
- Some high school accounting/bookkeeping coursework (desirable).

Experience:

- Experience in a customer service field (desirable).

Working knowledge of:

- Basic terminology, methods and office equipment used in financial and statistical record keeping.
- Modern office practices and procedures.

Ability to:

- Plan and organize work.
- Perform basic clerical and financial record keeping work.

- Communicate effectively, both verbally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Make accurate arithmetic calculations and be proficient working with numbers.
- Operate a computer and utilize a variety of software programs.
- Establish and maintain cooperative working relationships.
- Handle confidential matters with discretion.
- Understand and apply routine policies and procedures.
- Detect errors in coding within a segment of a financial recordkeeping system.
- Understand and follow verbal and written directions.
- Operation of a variety of office equipment, including typing at a *minimum* rate of 35 net words per minute, or at a speed necessary for successful job performance.

Account Clerk II

In addition to the qualifications for Account Clerk I:

Education:

- Some completed college level accounting course work (desirable).

Experience:

- Two or more years of accounting clerical experience which included routine account record keeping, public contact and the application of policies and procedures in the performance of assigned tasks (desirable).

Working knowledge of:

- Principles and practices of finance and government accounting record keeping pertinent to area of assignment.
- Related Federal, State and local laws, codes, and regulations.
- Basic bookkeeping principles.
- Cash handling and banking procedures.
- Standard office procedures, practices, and use of equipment.

Ability to:

- Plan and organize work to meet changing priorities and deadlines.
- Understand, interpret and apply principles, laws, and procedures involved in financial record keeping and accounting functions.
- Perform complex clerical, accounting and financial recordkeeping work.
- React to and resolve complex customer interactions.
- Prepare and maintain a variety of financial statements, reports, records, and files.
- Analyze data and draw sound conclusions.
- Examine and verify complex financial documents and reports.
- Perform complex job tasks independently and with minimal supervision.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Account Clerk III

In addition to the qualifications for Account Clerk II:

Education:

- College level accounting course work (highly desirable).

Experience:

- Three or more years of progressively responsible accounting clerical experience which included public contact and the application of policies and procedures in the performance of assigned tasks.

Considerable knowledge of:

- Related Federal, State and local laws, codes, and regulations.
- Small Claims court procedures.
- Bill collection methods and processes.
- Local municipal services.

Ability to:

- Represent the City in court, at the public counter, over the telephone, and in writing in a professional manner.
- Recognize the impact various events and activities may have on the City's liability exposure when reviewing permit applications.

Account Clerk I, Account Clerk II and Account Clerk III

Special Requirements:

- Successfully pass a typing test at a *minimum* rate of 35 net words per minute, or at a speed necessary for successful job performance as determined by the hiring Department Director.
- May require a California Driver License and a satisfactory driving record.
- Satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

Depending upon assignment, SBPEA (Professional, Technical and Clerical) or Part-time/Temporary/Seasonal

Revised: 6/3/2014

Replacing Account Clerk I/II (6/11/2009) classification specification and adding Account Clerk III
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