

 **City of Pendleton**

 **Job Description**

 **Account Clerk**

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| --- | --- |
| **Department**: Finance  | **FLSA**: Non-exempt |
| **Reports to**: Accounting Supervisor  | **Representation**: SEIU |
| **Pay Range**: Salary Range 14  | **Date**: September 2021 |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Provides customers service at the Finance Dept. counter and on the phone, to include: receives water, sewer, court and other payments; assists with business licenses; answers questions of public; does related work as required.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the Job Purpose. Using complete sentences, please describe the various tasks performed on the job which are critical to the successful performance of the job* ***or*** *occupy more than 5 percent of your time. Think in terms of WHAT you do, NOT HOW you do it. Avoid describing procedures. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Describe them in such a way as to be clear to someone who does not understand the work performed.)*

1. Receipting Payments: Receives money for utility bill payments, court fines and fees, dog licenses, business licenses, transient room tax payments, and miscellaneous accounts receivable. Issues receipts and prepares batched utility payments. Scans in backup documents for A/R receipts and other miscellaneous receipts.
2. Customer Service: Answers phones and greets customers at the front counter. In addition to receiving payments, provides information about account information, court dates, licensing questions, taxi tickets and other finance operations. Answers inquiries from the public and provides requested information or refers callers to appropriate departments.
3. Business Licenses: Sends out annual renewal letters to business license holders. Issues new licenses. Sends out second notices for delinquent accounts. Enters new license and payment information into the database.
4. Dog Licenses: Sends out renewal letters. Processes new and renewal forms received via mail and online. Update dog license spreadsheet and dangerous dog information.
5. Website Assistance: Assist customers in navigating the website for information and to make payments or find and fill out applications online. Assist customers in enrolling for auto pay, paperless billing, updating payment information.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

1. Distributes daily mail for all City Hall departments
2. Prepares journal entries May be assigned to review end-of-day reports and makes corrections to the general ledger (GL) posting to assure payments are going to the correct GL account. This may include preparing internal billings between departments, inventory adjustments, monthly budget transactions, and central service charges.
3. Bank Reconciliations May be assigned comparing GL postings to bank account records and reconciling any differences. Prepares journal entries for items not on the general ledger. Reconciles accounts such as payroll, municipal investor account, LGIP account, Banner Bank Certificate of Deposit, and/or Bank of the West account.
4. Attends meetings and trainings as required. May be directed to serve on internal committees, such as the Safety Committee.
5. Other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(what separates this job from others in the series?)*

This position is distinguished from the Senior Accounting Clerk position by the lack of responsibility for a specific division of the Finance Department, or by having less knowledge and experience to be able to perform the duties in one or more of the Finance Department divisions.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience**

1. High School Diploma (or GED) is required; or
2. Associates Degree from an accredited college or university in accounting is preferred, but not required for the position; and
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[x]  1 – 3 years

[ ]  3 – 5 years

[ ]  5 – 8 years

[ ]  Other

Describe experience: Two (2) years experience in bookkeeping and accounting preferably in a public, nonprofit agency with an accrual or modified accrual accounting system.

1. Satisfactory equivalent combination of education and experience

2. **Necessary Knowledge, Skills and Abilities:**

1. Working knowledge of generally accepted accrual and modified accrual accounting procedures.
2. Knowledge of standard office and accounting methods and procedures.
3. Ability to operate standard office equipment proficiently, including computers, copiers, calculators, printers and multi-line telephones.
4. Knowledge of City policies, procedures, regulations, and codes related to the Finance Department.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Working knowledge of data entry, and word processing.
7. Ability to work harmoniously with the public and fellow workers.
8. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers, supervisor, patrons, etc., attend meetings and training.
9. Ability to establish and maintain effective working relationships and work as a team member.
10. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
11. Ability to perform the essential functions of the job.

3. **Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

4. **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[ ]  Internet and/or social media

[ ]  Presentation or desktop publishing software

[x]  Specialized or custom software

5. **Supervision:**

1. This position does not supervise other staff.
2. This position Operates under the joint direction and supervision of the Accounting Supervisor. Supervision received is (Choose one):

[x]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [ ]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

6. **Communications**:

1. Communications are: (*Choose one*)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

[ ]  Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

[ ]  Complex

[x]  Controversial

[ ]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

7. **Cognitive Functions**:

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[ ]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

8**. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[x]  Most situations are resolved using standard procedures and established guidelines.

[ ]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[ ]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[ ]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[ ]  Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[ ]  Subject to emergency call out

[ ]  Split or Night shifts

10. **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[x]  Not applicable [ ]  Input [ ]  Prepare [ ]  Forecast [ ]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[x]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: August, 2018

Revised: September, 2021

Adopted:

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.