



ACCOUNT CLERK – TELEPHONE OPERATOR
Accounting Department

Range: 20
Salary:

JOB DEFINITION: Under supervision, to receive and route incoming calls to Agency personnel; to give routine information to the public; to perform a variety of general clerical work; and to do related work as assigned by the Accounting Supervisor or Controller.

SUPERVISOR: Accounting Supervisor or Controller

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is the entry level position for the Accounting Department.

EXAMPLE OF DUTIES:

Duties include, but are not limited to: responding to incoming calls and referring callers to appropriate personnel as requested; maintaining programmed information on the Agency phone system; placing, receiving and completing long distance calls; keeping accurate record of long distance calls and toll charges; maintains cash drawer for petty cash fund; may perform clerical work requiring a knowledge of policies and procedures of the office or department including, but not limited to, taking basic customer account calls, updating of water account mailing address changes; handling of routine typing, posting of records (including journal entries), preparation of equipment usage journals; prepare and reconcile monthly wastewater revenue activity; preparation of daily bank deposits, preparation of water bills for mailing, general filing, and assists with other functions of the Accounting Department as needed or requested.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): None required

Experience: Any combination of education or experience which would likely provide the required knowledge and abilities needed for the performance of these duties.

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record.

Knowledge: Operation of a telephone switchboard and an internal paging system; modern office equipment, methods and procedures.

Ability: Perform clerical work, including, but not limited to: the operation of standard office machines; understand and carry out oral and written instructions; present a pleasing personal appearance and vocal image to the public and converse with the public in a tactful and courteous manner; establish and maintain effective and cooperative working relationships with fellow employees and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Going up and down ladders, stepping stools

Bending: yes no **Frequency:** Continual Often Infrequently Never

Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Picking up boxes, picking up paper reams

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk, driving or riding in vehicles

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Accounting Department members work within an open space or in the confines of a cubicle. The Accounting Department is located off of the Agency's lobby area, and the front counter at which customers and visitors are greeted is enclosed with bullet-deflecting acrylic sheeting. Lighting is overhead, and there is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, calculators.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.