



JULY 2009
FLSA: NON-EXEMPT

ACCOUNT CLERK

DEFINITION

Under general supervision, performs a variety of technical and administrative account support duties in the preparation, maintenance, and processing of accounting records and transactions, including maintaining financial aid records, auditing cash records, and performing reconciliations, in addition to balancing and maintaining manual and computerized accounting and financial records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Accounting Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class responsible for account support duties in the District's Bursar's Office. Incumbents at this level are capable of performing varied technical and account support activities, including providing assistance to the students and staff regarding the payment of fees and fines, student loans, financial aid, and other account support activities. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Accounting Technician in that the latter performs more complex and technical work such as accounts payable, accounts receivable, financial aid, and/or other assigned accounting areas, in addition to balancing and maintaining manual and computerized accounting and financial records.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of routine to complex technical account support duties including posting, balancing, adjusting, and maintaining manual and computerized account and financial records according to established policies and procedures.
- Collects fines and fees and issues receipts; calculates sub-totals and totals and maintains related records.
- Performs routine office clerical duties to support departmental operations, including answering telephones, interacting with walk-in customers, providing factual information to callers and visitors, filing, and sorting and delivering mail.
- Reviews, verifies, processes, posts, and records a variety of financial transactions and documents, including invoices, vouchers, and related paperwork; assures accuracy and timely processing of payments, checks, data, forms, and reports.

- Enters and retrieves information and data using standard word processing and spreadsheet software, as well as accounting, financial, and other related electronic information systems; arranges, reviews, and verifies data; processes a wide variety of transactions related to financial aid, student loans, student refunds, replacement warrants, holds on student records, and related transactions; generates lists and reports according to established guidelines.
- Records, assembles, tabulates, and reconciles financial data; prepares warrants and invoices.
- Responds to inquiries and complaints from students regarding fees, fines, outstanding account balances, lost payments and/or financial aid checks, and a variety of related issues.
- Receives, audits, and verifies financial or statistical documents related to the assigned function, including cash intake from student loans, waivers, and student fees.
- Maintains a wide variety of accounting and financial records.
- Reconciles transactions and data as directed, such as bank accounts, general transactions, budget summaries, warrant cancellations, and commercial warrant registers.
- Generates and assists in the preparation of monthly, quarterly, and year-end financial, summary and technical reports.
- Prepares monies for deposit in a bank and processes utility billing.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Terminology and practices of financial and account document processing and record-keeping.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications related to work, including word processing, database, and spreadsheet software.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Basic maintenance and operation of computer and multi-media equipment related to the area of assignment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain applicable policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of responsible experience in financial/account record-keeping.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.