

CITY OF HAYWARD

SENIOR CUSTOMER ACCOUNT CLERK

DEFINITION

To perform moderately complex clerical and customer service duties in the preparation, maintenance and processing of public service revenue billing and payment functions: performs moderately complex clerical accounting duties and the processing of posting of accounting records and financial transactions such as accounts receivable and or accounts payable; and works directly with the public in response to inquiries about assigned functions.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Customer Account Clerk series. Positions at this level are distinguished from the other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform moderately difficult and responsible types of duties assigned to classes within this series including responsibility for the full range of accounting clerical duties related to assigned program; business license, utility billing or collection, and excise tax. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED

Receives direction from the Revenue Manager or other supervisory staff.

SUPERVISION EXERCISED

Exercises technical and functional supervision over Customer Account Clerks and other clerical staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Performs the processing of moderately complex customer accounts related to an area of assignment including, but not limited to, business tax, water service, parking citations, business license and event permit applications.

Responds to the public on the phone or in person regarding area of assignment; explains policies and procedures and resolves escalated issues regarding area of assignment.

Reconciles records and verifies accuracy of accounts related to area of assignment; audits accounts and makes adjustments to reflect current balance; may prepare correspondence acknowledging receipt of payments.

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ESSENTIAL DUTIES (continued):

Processes, codes, enters and verifies numerical or financial data related to area of assignment.

Performs research and analysis; collects and compiles statistical and financial data for reports.

May provide technical and functional supervision over assigned clerical personnel.

Verifies city bank deposits.

Maintains and updates records of completed transactions or issued licenses and event permits.

Communicates with customers regarding delinquent account balances; explains policies and procedures regarding collection of revenue in specific area of assignment.

Coordinates account activities with appropriate agencies and other city departments.

Compiles and prepares moderately complex reports and correspondence; prepares technical reports and documentation relating to assignment.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of basic bookkeeping.

Modern office practices, procedures, methods and computer equipment and software.

Federal state, and municipal codes, laws and ordinances.

The City's accounting procedures and policies.

Basic statistical methods and mathematics.

Standard English usage, spelling, grammar, and punctuation.

Ability to:

Perform complex research on customer accounts.

Communicate clearly and concisely, both orally and in writing.

Provide direction and coordination of others.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Establish and maintain effective work relationships with those contacted in the course of work; interface effectively with members of the public under adverse circumstances.

Make arithmetical calculations, postings, and comparisons rapidly and accurately.

Collect, compile, and verify accounting data and research customer and general ledger accounts.

Maintain organized, legible, and accurate files and records.

Use an accounting information system.

Operate a ten-key calculator.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of responsible and specialized clerical, accounting or business experience with an emphasis on customer accounts.

Education: Equivalent to the completion of the twelfth grade with additional education highly desirable.

License and Certificates: Possess and maintain a valid California Class C Driver's License OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend, and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

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PROBATIONARY PERIOD: One (1) year.

C330 Senior Customer Account Clerk

May 1990

Revised March 2019

APP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt