



# CITY OF HAYWARD

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## Cover Memo

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**File #:** ACT 19-125, **Version:** 1

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**DATE:** May 9, 2019

**TO:** Personnel Commission

**FROM:** Director of Human Resources

**SUBJECT**

Revised Job Description for Senior Customer Account Clerk

**RECOMMENDATION**

That the Personnel Commission reviews and comments on the revised job description for the position of Senior Customer Account Clerk to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, special requirements, education, and experience.

**SUMMARY**

The Senior Customer Account Clerk job description has been updated to meet the needs of the Revenue Division in the Finance Department. The changes made to the job description reflect alignment with the internal organizational structure of the City's Classification plan and reflect the more complex duties of the Senior Customer Account Clerk. The job description was also updated to reflect current technology and the knowledge, skills and abilities required for the position. Lastly, the license requirement was revised to allow flexibility for candidates that do not possess a California driver's license to demonstrate the ability to travel to various locations in a timely manner as required in the performance of their duties.

**ATTACHMENTS**

Attachment I	Staff Report
Attachment II	Revised Senior Customer Account Clerk Job Description
Attachment III	Finance Department Org Chart