



## CITY OF CHINO

### Account Clerk I Account Clerk II

#### **Definition:**

Under supervision, performs a variety of clerical accounting duties involving financial recordkeeping and/or transactions including accounts payable and receivable, utility billing, business license, payroll, and cashiering; respond to requests and inquiries; and, does related work as assigned.

#### **Class Characteristics:**

Account Clerk I: An Account Clerk I performs a number of repetitive and closely related duties according to established procedures. Work may be reviewed while being carried out and upon completion; and, changes in procedures, or exceptions to rules, are explained in detail as they arise. The Account Clerk I must be responsible, accurate, and proficient in the duties assigned. This position exercises less independent discretion and judgment in matters related to finance work procedures and methods. The Account Clerk I is not required to demonstrate the same level of finance knowledge or skills as the duties inherent in this position are less complex than those of the Account Clerk II classification. Typical work assignments may include: cashiering; invoice payment processing; assisting with payroll; data entry; preparing routine reports; and, providing basic information to the general public and employees.

Account Clerk II: An Account Clerk II performs a full scope of para-professional duties in the areas of accounting and finance, and is required to perform a variety of accounting and finance duties with only occasional instruction and assistance. Work is normally reviewed only upon completion and for overall results. Substantial knowledge of standardized accounting principles, finance practices, policies and procedures; and the ability to resolve customer service problems that require the use of sound independent judgment are essential. The Account Clerk II produces accurate work while maintaining a high productivity level and routinely handles complex finance procedures. The Account Clerk II is responsible for understanding and communicating financial policies to City personnel and the public. This position may have independent responsibility for comprehensive accounting functions and applies well developed technical accounting knowledge to each assignment. Typical work assignments may include: processing closing bills; complete accounts payable processing; small claims court documentation; statement reconciliation; performing specialized payroll processes and related payroll functions; and communicating information to staff and the general public.

NOTE: ADVANCEMENT FROM ACCOUNT CLERK I TO ACCOUNT CLERK II IS NOT INHERENT TO THIS CLASSIFICATION SERIES. THE COMPLEXITY OF ASSIGNMENTS DISTINGUISHES THE ACCOUNT CLERK I FROM THE ACCOUNT CLERK II JOB CLASSIFICATION. PLACEMENT AT THE ACCOUNT CLERK I OR ACCOUNT CLERK II LEVEL AND/OR ADVANCEMENT FROM THE ACCOUNT CLERK I TO THE ACCOUNT CLERK II LEVEL OCCURS AT THE SOLE DISCRETION

OF THE DEPARTMENT DIRECTOR BASED ON THE NEEDS OF THE DEPARTMENT.

THE ACCOUNT CLERK II MAY PERFORM SOME, OR ALL, OF THE DUTIES TYPICALLY ASSIGNED TO THE ACCOUNT CLERK I CLASSIFICATION ON AN AS NEEDED BASIS – IN ADDITION TO PERFORMING HIGHER LEVEL ACCOUNTING AND FINANCE WORK AS DESCRIBED.

THE ACCOUNT CLERK I MAY BE PROVIDED, ON AN INTERMITTENT OR OCCASIONAL BASIS, WITH OPPORTUNITIES TO CROSS-TRAIN IN DUTIES TYPICALLY ASSIGNED TO THE ACCOUNT CLERK II LEVEL.

**Essential Functions:**

- Handle confidential matters with discretion.
- Prepare and process utility bills.
- Collect payments over the counter; through the mail; and online.
- Balance cash drawer and prepare deposits.
- Review and check records, forms and other documents for accuracy, completeness, and conformance with policies and procedures.
- Perform data entry on a wide variety of information in creating and maintaining records.
- Prepare and maintain files of correspondence, financial and statistical reports, records, invoices and other documents.
- Check and index invoices and prepare them for payment.
- Assist in preparing, processing, reviewing, and maintaining City payroll and related financial records.
- Possess strong customer service skills.
- Respond to questions and requests for information.
- Type a variety of forms, letters, and other correspondence.
- Accurately count, record and balance assigned transactions.
- Receive, sort and distribute incoming and outgoing mail.
- Type accurately at a speed that demonstrates job efficiency.
- Operate a variety of office equipment.
- Perform any other tasks deemed necessary to the conduct of daily operations of the City.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

**Qualifications:**

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated by their past and current employment. A typical example includes:

Account Clerk I

**Education:**

- High School Diploma or G.E.D. (required).
- Some high school accounting/bookkeeping coursework (desirable).

**Experience:**

- Experience in a customer service field (desirable).

**Working knowledge of:**

- Basic terminology, methods and office equipment used in financial and statistical record keeping.
- Modern office practices and procedures.

**Ability to:**

- Plan and organize work.
- Perform basic clerical and financial record keeping work.
- Communicate effectively, both verbally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Make accurate arithmetic calculations and be proficient working with numbers.
- Operate a computer and utilize a variety of software programs.
- Establish and maintain cooperative working relationships.
- Handle confidential matters with discretion.
- Understand and apply routine policies and procedures.
- Detect errors in coding within a segment of a financial recordkeeping system.
- Understand and follow verbal and written directions.

Account Clerk II

In addition to the qualifications for Account Clerk I:

**Education:**

- Some completed college level accounting course work (desirable).

**Experience:**

- Two or more years of accounting clerical experience which included routine account record keeping, public contact and the application of policies and procedures in the performance of assigned tasks (desirable).

**Working knowledge of:**

- Principles and practices of finance and government accounting record keeping pertinent to area of assignment.
- Related Federal, State and local laws, codes, and regulations.
- Basic bookkeeping principles.

- Cash handling and banking procedures.
- Standard office procedures, practices, and use of equipment.

**Ability to:**

- Ability to plan and organize work to meet changing priorities and deadlines.
- Understand, interpret and apply principles, laws, and procedures involved in financial record keeping and accounting functions.
- Perform complex clerical, accounting and financial recordkeeping work.
- React to and resolve complex customer interactions.
- Prepare and maintain a variety of financial statements, reports, records, and files.
- Analyze data and draw sound conclusions.
- Examine and verify complex financial documents and reports.
- Perform complex job tasks independently and with minimal supervision.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

*Account Clerk I and Account Clerk II*

**Special Requirements:**

- May require a California Driver License and a satisfactory driving record.
- Satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

**Physical Profile:**

Category I

**Employee Unit:**

Depending upon assignment, SBPEA (Professional, Technical and Clerical) or Part-time/Temporary/Seasonal

Revised: 6/11/2009  
Replacing Account Clerk I/II (12/8/1996) classification specification.  
HR Drive/Classification Specifications/Account Clerk I and II