

City & Borough of Wrangell

Position Description

Position: Utility Accounts Clerk	Position Number:
Department/Site: Finance/City Hall	FLSA: Non-exempt
Evaluated by: Finance Director	Salary Grade: 13

Summary

To review, prepare billings, and maintain City utility accounts.

Distinguishing Career Features

The Utility Clerk is equal to the Accounting Clerk in referring to the first in a two-level career ladder for clerical and technical accounting. The Utility Clerk is the first level and focuses on assembly and processing of utility accounts and handling of certain customer service transactions. Advancement to Accounting Technician is possible with demonstrated knowledge of the computer-aided accounting system and codes as well as the ability to process a full range of financial transactions for a complete account such as payroll, cash receipts and accounts receivable.

Essential Duties and Responsibilities

- Accounting: Processes accounts for payment. Reviews, adjusts, corrects, and prints accounts as necessary. Balances daily business with cash income and prepares daily bank deposits. Maintains Utility and Meters accounts. Performs various utility billing duties.
- Secretarial support: Performs a variety of secretarial duties as needed, such as answering phones and disseminating information. Assists customers at counter, and accepts payments for utility and other City bills. Enters data into computer and posts journal entries. Organizes and maintains filing systems.
- Researches, analyzes, resolves, and assists others with accounting transactions and adjustments such as credit memoranda, undocumented purchases and invoices, goods and services not received or returned, and refunded checks.
- Communications: Prepares reports used for mailing notices to customers with delinquent balances. Makes contacts and resolves problems as instructed. Trouble-shoots and corrects account discrepancies or errors.
- Teamwork & Cooperation: Performs other related duties as required or assigned. Works cooperatively with other employees, external agencies, and the public.
- Planning & Zoning meetings: Prepares agenda, minutes, publications, and all related filing. Attends meetings and acts as recording secretary.
- Reviews and processes miscellaneous items related to accounts payable and accounts receivable such as credit cards.
- Assists with preparing journal entries to general ledger following established instructions and procedures.
- Provides administrative support to projects and special assignments that require getting information and cooperation from other departments and vendors.
- May prepare correspondence relating to assigned responsibilities.
- Performs other duties as assigned that support the overall objective of the position including those performed by accounting technicians and clerical staff.

Qualifications

▪ **Knowledge and Skills**

Requires equivalent to high school diploma and at least one year of clerical or accounting experience. Requires some experience with bookkeeping and accounting principles. Requires a working knowledge of computer-aided accounting systems to setup accounts, enter accounting transactions, and extract detail and summary information. Requires a working knowledge of office clerical procedures and computer-aided office productivity software such as Word, Excel and other computer applications. Requires sufficient writing skills to prepare basic business correspondence, accounting instructions, and account footnotes. Requires sufficient math skills to compute totals, extensions, portions, ratios, quotients, and percentages. Requires sufficient human relations skill to convey policies and procedures and to deal cooperatively with others on accounting transactions, and the ability to maintain professional confidentiality. Requires a strong numerical and mathematical aptitude and proficiency with computers, 10-key calculators, and other office equipment. Requires problem-solving skills to locate and resolve account billing inaccuracies. Requires knowledge of delinquent account notification and collection procedures.

▪ **Abilities**

Requires the ability to perform the functions of the position. Requires the ability to learn and apply accounting rules and procedures, sales and use tax requirements and schedules, and procedures for electronic transfer of accounting information. Requires the ability to learn various vendor accounting requirements and cycles. Requires the ability to research, compile, analyze, and interpret accounting data. Requires the ability to maintain accurate and retrievable files, records, audit trails and trace transactions to original entries. Requires the ability to perform accounting and general math computations quickly and accurately. Requires the ability to organize and prioritize work to meet deadlines and timetables. Requires the ability to work as contributing member of a team, work productively, patiently, and cooperatively with other teams, vendors, and external customers, and convey a positive image of the City and its services. Requires the ability to access and use a computer, common office productivity software, and specialized accounting software to access databases.

▪ **Physical Abilities**

Incumbent must be able to work in an office setting engaged in work of a primarily sedentary nature. Requires sufficient hand-eye-arm coordination to use a keyboard and 10-key, arm/hand movements to retrieve work materials from storage files, and operate a variety of general office equipment. Requires visual acuity to read computer screens, printed material, and detailed accounting information. Requires auditory ability to carry on conversations over the phone and in person.

▪ **Education and Experience**

The position typically requires completion of high school and at least one year of clerical or accounting experience.

▪ **Licenses and Certificates**

Requires a valid Alaska Driver's License.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.