



ACCOUNT TECHNICIAN I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under supervision, performs a variety of clerical accounting tasks relative to assigned area of responsibility. The Account Technician I and Account Technician II classifications are flexible classifications which allows for progression from the entry level position to the journey level when the City determines the experience and qualification levels are met.

Classification Characteristics:

Account Technician I: This is the entry level position in the Account Technician series. This position may be used as a training class and employees may have only limited clerical accounting experience. The Account Technician I performs more routine and less complex clerical accounting tasks and duties. The Account Technician I must be responsible, accurate, and proficient in the duties assigned and must possess strong customer service skills. This position receives direct supervision from higher level staff.

Account Technician II: This is the full journey level position in the Account Technician series. This position performs the full range of clerical accounting duties assigned. The Account Technician II has the ability to resolve customer service problems that require the use of sound independent judgement and is fully aware of operating procedures and policies. This position receives general supervision including occasional instruction or assistance as new or unusual situations arise.

Essential Functions:

- Perform a variety of accounts payable functions including receiving and auditing invoices and monitoring cash balances and budgets; submit invoices for approval.
- Perform a variety of accounts receivable functions including collecting fees and payments, processing and reconciling monies; and responding to or directing customer inquiries and complaints.
- May assist with payroll processing, utility billing inquiries or related duties; follow-up on delinquent utility accounts; prepare and send delinquent notices and letters; maintain records on resolved accounts.
- Prepare a variety of journal entries, ledgers, and logs; edit to ensure accuracy and compliance with established accounting procedures.
- Tabulate and check statistical and financial data; prepare financial reports.
- Participate in purchasing activities including processing purchase orders and related forms; issue purchase orders numbers; distribute paperwork as appropriate.
- Effectively communicate information, both orally and in writing to employees and the general public regarding areas of responsibility; maintain confidentiality of sensitive information. Research problems to provide customer with appropriate solutions and/or recommendations.
- Prepare and maintain files of correspondence, financial and statistical reports, records, invoices, and other documents.
- May have the opportunity to participate in related department cross-training efforts.

Account Technician I Qualifications:

Knowledge of:

- Basic clerical accounting principles and practices.
- Modern office procedures, methods, and computer equipment.
- Basic mathematical principles.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Plan and organize work.
- Operate a ten key adding machine.
- Maintain financial records and files.
- Accurately tabulate, record, and balance assigned transactions.
- Operate a computer terminal and other office equipment.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Respond to questions and requests for information.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Six months of clerical accounting experience.

Training:

Equivalent to completion of the twelfth grade.

Account Technician II Qualifications:

Knowledge of:

- Clerical accounting and bookkeeping principles, practices, and techniques.
- Accounts Payable procedures.
- Modern office procedures, methods, and computer equipment.
- Principles and procedures of fiscal record keeping.
- Basic mathematical principles.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Plan and organize work.
- Maintain a variety of financial records and files.
- Perform varied clerical accounting tasks.
- Accurately tabulate, record, and balance assigned transactions.
- Operate a calculator, computer terminal, and other office equipment.
- Type at a speed necessary for successful job performance.

- Communicate clearly and concisely, both orally and in writing.
- Respond to questions and requests for information.
- Exercise good judgement, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

One year of general clerical accounting experience.

Training:

Equivalent to completion of the twelfth grade.

Working Conditions:

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for in person and phone customer service. Vision is required for account entries, memos, letters, invoices, and computer reports. Lift and carry objects weighing up to 25 pounds.