

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Account Clerk 1	<u>CLASS NUMBER:</u> 60203	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Sanitary Engineering	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N4	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 280 E. Broad St., 2 nd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Account Clerk Supervisor (090311)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Account Clerk 1 classification is to perform administrative and general accounting work, to process financial documentation, and to maintain financial records for the agency.

JOB DUTIES:

Review and prepare water and sewer bills. Receive and post payments to customer accounts, calculate and add penalties to delinquent accounts and send out final water and sewer bills using the county computer billing system. Responsible for accurate account management, i.e., data entry, name changes, final billing and new service updates. Generate penalty reports, audit reports, delinquent and service shut-off reports. Perform customer service duties as required, answer telephone, schedule service calls, receive payments from customers either by mail or in office, and resolve customer disputes. Maintain files, records, accounting documents, billing documents and/or statements. Compile and print out billing, account receivable or account payable reports as needed by the fiscal officer or director. Discuss any unusual customer questions, concerns or complaints with supervisor or the director. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of accounting; office practices and procedures; agency policy and procedure. Skill in word processing; equipment operation. Ability to deal with problems involving few variables in familiar context; apply principles to solve practical, everyday problems; calculate fractions, decimals and percentages; read short sentences with basic, concrete vocabulary; maintain accurate records; prepare meaningful, concise and accurate reports; arrange items in numerical or alphabetical order; answer routine telephone inquiries from public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

High School diploma or GED with two (2) years of customer service and/or general office experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date