

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

<b>CLASSIFICATION TITLE:</b> Account Clerk Supervisor	<b>CLASS NUMBER:</b> 60208	<b>FLSA:</b> Non-Exempt
<b>AGENCY/DIVISION:</b> Sanitary Engineering	<b>JOB TYPE:</b> Full Time, Classified	<b>PROBATION PERIOD:</b> 180
<b>BARGAINING UNIT:</b> Non-Bargaining	<b>PAY GRADE:</b> N11	<b>POSITION CONTROL #:</b> 090311
<b>POSITION LOCATION:</b> 280 E. Broad St., 2 <sup>nd</sup> FL., Columbus, OH 43215	<b>TYPICAL WORK SCHEDULE:</b> Monday – Friday 8:00 AM – 5:00 PM	<b>SUPERVISOR (PCN):</b> Finance Administrator (090305)
<b>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</b>		
Account Clerk 1 (090312) Account Clerk 1 (090313)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Account Clerk Supervisor classification is to train, supervise, and coordinate the activities of the assigned staff.

**JOB DUTIES:**

Supervise employees engaged in the preparation of water and sewer bills from receipt of readings to mailing of bills. Establish and document procedures related to customer account management. Approve or disapprove request for leave forms. Maintain record of time for each assigned employee. Distribute work, determines work priorities, and ensures prescribed procedures are followed by assigned staff. Provide work directions and resolves unusual accounting tasks. Evaluate employee performance and makes recommendations regarding disciplinary issues. Coordinate the preparation and billing of water and sewer accounts with related needed services. Supervise and participate in audit of account billings to determine accuracy of billing and amount of accounts receivable. Answer and respond to customer service inquiries, processes meter reading and accounts receivable inputs based on daily staffing requirements and work load for account clerks. Assist in the preparation of daily/monthly and quarterly customer invoice mailings. Develop and initiate new information technology initiatives to streamline meter reading and accounts receivable processing.

Assist Fiscal Officer and Financial Administrator to resolve all vendor billing/payment issues. Perform any needed research for fiscal reports, receivables and answer any related inquiries. Perform special billings to customers and maintain related files. Maintain, coordinate and document cash handling procedures in accordance with standards set forth by industry best practices as well as state and county auditors. Develop and maintain internal control policies to ensure accurate and precise customer billings as well as to protect sensitive customer information and office/county revenue.

Assist fiscal administrator in maintaining acceptable levels of accounts receivable charges by auditing customers' accounts. Advise fiscal administrator on irregularities of account status and initiate corrective action. Initiate special assessments requests with the county auditor on delinquent accounts. Answer inquiries and requests according to established and documented procedures. Assist billing specialists with problems related to customers' accounts. 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 budgeting; bookkeeping; supervision; office practices and procedures; agency policy and procedures. Skill in word-processing; equipment operation; Ability to dealing with resolving problems involving several variables in familiar context; understand system of mechanical or other procedures; use statistical analysis; maintain accurate records; use proper research methods in gathering data; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Any equivalent combination of relevant training and experience including but not limited to: Associate's degree in accounting, finance, or related field with three (3) years of accounting or related experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain

department standards, to recommend the discipline or discharge of other employees, and to act on employee problems.

**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