

RECRUITMENT ANNOUNCEMENT

Job Posting No. 2018-01

City of Newman



ACCOUNT CLERK I

Finance Department

Salary:
\$2,443 - \$3,118 / monthly
Plus Excellent Benefits

The City of Newman is an Equal Opportunity Employer and complies with the ADA.

POSTED: January 12, 2018

CLOSES: February 15, 2018

**Application materials must be received in our offices by the time & date specified.
No postmarks will be accepted.**

ABOUT THE POSITION

The City of Newman is accepting applications for one Account Clerk I position to perform a variety of clerical and office support work related to the processing of financial transactions, record keeping and the preparation and reconciliation of financial and accounting records and reports, including utility billing, accounts payable, accounts receivable and business license application processing; and related work as required. This is a full-time position with the City of Newman. Applicant must successfully complete a pre-employment medical examination, drug screening, and background check. This position requires the applicant to type a minimum of 35 words per minute (typing certificate required). A valid California Driver License is required. For more information, see the attached job description.

HOW TO APPLY

You are **REQUIRED** to complete and submit a Supplemental Questionnaire with the Employment Application for this position. **Applications will not be accepted without the required supplemental questionnaire and the supplemental questionnaire will not be accepted without the required application. YOU MAY NOT SAY "SEE RESUMÉ" IN LIEU OF ANSWERING ANY QUESTIONS ON EITHER THE APPLICATION OR SUPPLEMENTAL QUESTIONNAIRE.**

We do not fax application materials or accept faxed or e-mailed application packets.

You may download the application online at our web site: www.cityofnewman.com. A fully completed CURRENT City of Newman Employment Application form and the required Supplemental Questionnaire must be submitted to the City either:

By mail:
City of Newman
P.O. Box 787
Newman, CA 95360

In-Person:
City of Newman
938 Fresno Street
Newman, California

APPLICATIONS MUST BE RECEIVED BEFORE 5:00 PM ON THE FILING DEADLINE.

NOTES

EXAMINATION PROCESS: Although you may meet minimum qualifications listed for the position, the City reserves the right to consider only the best-qualified applicants to continue in the examination process. The examination process may consist of an application screening, written examination, performance examination, oral interview, assessment center, or any combination of these. A selected number of qualified applicants will be asked to return for the first round of interviews and a written test.

If you have any questions, please call Mike Maier at: 209-862-3725, Option 5



FLSA: NON-EXEMPT

ACCOUNT CLERK I

DEFINITION

Under direct or general supervision, learns and performs a variety of clerical and office support work related to the processing of financial transactions, record keeping, and the preparation and reconciliation of financial and accounting records and reports, including utility billing, accounts payable, accounts receivable, and business license application processing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Finance Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Account Clerk I: This is the entry-level class in the Account Clerk series. Initially, under direct supervision, incumbents perform work in the areas of routine billing, accounting, and financial duties related to customer accounts for utility services and business license applications. Incumbents have frequent contact with the public providing customer services associated with utility payments, requests for service, responding to complaints, providing information, and working closely with field operations to assess needed repairs, new accounts, or account terminations. This class is alternately staffed with the Account Clerk II and incumbents may advance to the higher-level class after gaining the knowledge, skills, and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When performing the Utility Billing assignment:

- Handles customer inquiries and complaints in person or by telephone; interprets policies and procedures and explains service fees, rates, and procedures; makes billing arrangements; researches questions and complaints and follows up as required; takes and processes service requests.
- Operates specialized computer billing systems; prepares, reviews, and sends bills; sets up new accounts and prepares closing bills for cancelled service; issues credit to accounts as necessary.
- Receives customer payments in person or by mail; makes change and issues receipts; balances cash receipts, processes mail payments, and develops totals by adding checks and receipts.
- Gathers, checks, and tabulates data used in the preparation of records and reports; researches background information and account histories.
- Performs customer service for City utility customers involving billing issues, new accounts, and cancellations; issues new account numbers, completes forms, and posts to the system; researches requests for account balances.
- Sorts, audits, and matches utility bills and payment checks; posts payment to the system.
- Generates shut-off lists; provides lists to Public Works Department.
- May provide assistance to other City departments.

When performing the business license application processing assignment:

- Processes and maintains business license applications in compliance with all applicable rules regulations and ordinances.
- Receives and posts payments for business licenses.
- Processes applications and enters data into database; types business licenses.
- Maintains business license list; sends out reminders for renewals or late payments; prints renewals and sends to appropriate business.

When performing the accounts payable assignment:

- Processes and maintains accounting and financial transactions in compliance with all applicable rules regulations and ordinances.
- Prepares documentation for payment; confers with vendors as necessary; enters and verifies data into the automated accounts payable system to produce payment; may prepare manual checks; prepares payments for mailing and files copies with backup.
- Receives vendor inquiries via telephone, fax, or mail; and resolves any issues, problems, or requests using established procedures.

When performing all assignments:

- Verifies, posts, and records a variety of financial transactions; prepares and maintains database, records, and a variety of periodic and special financial, accounting, and statistical reports.
- Reviews source documents for compliance to rules, regulations, and procedures; determines proper handling for compliance.
- Enters and retrieves information using standard word processing and spreadsheet software.
- Reconciles transactions and data as directed; records changes and resolves differences, maintains the accuracy of the accounting and financial records.
- Generates and assists in the preparation of monthly, quarterly, and year-end financial, summary, and technical reports.
- Performs general office support duties such as opening and routing mail and deliveries; preparing correspondence; filing and record keeping; and duplicating and distributing various written materials.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, and/or general accounting procedures; and updates related files and departments on action items.
- Assists Finance Director with special projects as required.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Responds to complaints and answers questions from public or escalates to supervisor, as necessary.
- Performs related duties as assigned.

QUALIFICATIONS**Knowledge of:**

- Billing as related to utility meters and functions and business applications.
- Record keeping and information processing requirements.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain, and research files.
- Make accurate arithmetic and financial computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Organize own work, set priorities, and meet critical time deadlines.
- Understand and carry out oral and written instructions.
- Operate modern office equipment including computer and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Account Clerk I: Equivalent to the completion of the twelfth (12th) grade.

Account Clerk I: One (1) year of experience in performing general accounting office work. Coursework related to bookkeeping, basic accounting, and/or related computer applications and some experience in processing financial documents and maintaining financial or accounting records is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, an appropriate valid California's driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

3. Describe your experience working under pressure and meeting deadlines.

4. Describe any formal customer service training you have had.

5. Do you have any experience working as a cashier, accepting and receipting money? Please explain.

6. Describe your experience with public utilities, if any.

7. Please attach a current (must be less than 6 months old) typing certificate demonstrating that you can type at least thirty-five (35) words per minute.

I certify that my comments are a true reflection of my experience and abilities.

Signature

Date



EMPLOYMENT APPLICATION

An Equal Opportunity Employer

City of Newman
938 Fresno Street
P.O. Box 787
Newman, CA 95360
(209) 862-3725

Instructions:

- PLEASE **PRINT** IN INK THE REQUESTED INFORMATION.
- LATE OR INCOMPLETE APPLICATIONS WILL BE REJECTED.
- RESUMES MAY BE ADDED, BUT MAY NOT BE SUBSTITUTED FOR COMPLETION OF THIS APPLICATION.

1. _____
LAST NAME FIRST INITIAL

2. _____ 3. _____
POSITION APPLIED FOR DATE

4. _____ 5. _____
SOCIAL SECURITY NUMBER TELEPHONE NUMBER

6. MAILING ADDRESS _____
STREET ADDRESS or P.O. BOX CITY STATE ZIP CODE

7. DRIVER'S LICENSE _____
STATE NUMBER CLASS EXPIRATION DATE

8. List any relatives employed by the CITY OF NEWMAN _____
NAME
RELATIONSHIP DEPARTMENT

9. Have you ever been employed by the CITY OF NEWMAN? Yes No

If YES, when and what position? _____

10. Professional Certification or license related to the job for which you are applying?

TITLE: _____ REGISTRATION NO.: _____

EXPIRATION DATE: _____

11. Are there any experiences, skills, or qualifications you feel would especially fit you for work with the City of Newman?

12. Check each type of work you will accept: Regular Part-time Temporary

13. If your application is considered favorably, on what date will you be available for work? _____

14. How did you learn about this position? (Job Announcement, Newspaper, Ad, Other) _____

15. EDUCATION: Are You A High School Graduate? Yes No
 If Not, Do You Have A G.E.D. Certificate Yes No

Please Indicate Highest-Grade Completed _____

**NAMES AND LOCATIONS OF COLLEGES/
UNIVERSITIES ATTENDED**

(Should also include vocational, business,
trade or correspondence schools)

FROM

TO

MAJOR/MINOR

DEGREE/CERTIFICATE
RECEIVED

	FROM	TO	MAJOR/MINOR	DEGREE/CERTIFICATE RECEIVED

***If the position for which you are applying requires work in specialized areas, please attach a transcript or a list of courses completed including number of units.**

16. EXPERIENCE: Start at the top with your **most recent** experience and work backward. Experience may be paid or unpaid, full-time, part-time or military. Attach additional pages if necessary.

DATES	EMPLOYER'S NAME ADDRESS AND PHONE NO.	JOB TITLE, DESCRIPTION OF DUTIES, HOURS WORKED AND REASON FOR LEAVING
STARTING DATE: ENDING DATE:	NAME OF SUPERVISOR:	TITLE: DUTIES: HOURS WORKED: REASON FOR LEAVING:
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STARTING DATE: ENDING DATE:	 NAME OF SUPERVISOR:	TITLE: DUTIES: HOURS WORKED: REASON FOR LEAVING:

17. May we contact your present employer? Yes No

18. May we contact previous employers? Yes No

Application Certification: PLEASE READ BEFORE SIGNING. I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief. I understand that statements made are subject to verification and that any misrepresentation, fraud, or omission of material facts may be grounds to deny City employment or for disciplinary action, including dismissal, once employed.

Signature of Applicant

Date