



JOB DESCRIPTION

LEAD ACCOUNT CLERK

Date Prepared: November 2022

SUMMARY: Under general supervision, provides daily work direction to billing account clerk staff, performs advanced/lead level technical support in the preparation of customer utility billing; a variety of tasks involved including sanitation bills, maintenance of billing records, and handling customer service issues; may serve as the billing supervisor in their absence, performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Direct, train, instruct, and oversee the daily performance of utility billing staff, and assist supervisor with employee evaluations.
- Oversee and participate in preparing, maintaining, and/or verifying a variety of accounting, financial, statistical records, ledgers, logs, and files.
- Reconcile financial transactions including monthly vendor statements, credit card statements, fixed asset records, and billing and collections.
- Coordinate the preparation of data and records for residential and commercial customer computer generated billing. Resolve discrepancies.
- Load and unload data recorders and edit meter read data.
- Review reports to ensure accurate billing records.
- Assist in the implementation of billing software and software updates, and test accounts for accuracy.
- Perform delinquency processing including issuing various notices and service orders in preparation for liens, collection, and write offs. Balance deposit trust accounts, notes receivable, accounts receivable, and suspense accounts.
- Research billing issues and provide detailed explanations of City policies and procedures to customers.
- Respond to emergency situations.
- Update procedures, as needed.
- Coordinate meeting, training, and daily activity schedules for all of billing staff.
- Prepare financial, accounting, and statistical statements, analyses, documents, and reports.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Graduation from high school OR GED, AND five years' experience in billing and customer service operations;

OR an equivalent combination of education, training, and experience.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

Knowledge of:

- Advanced principles, procedures, and practices of accounting, financial record keeping, filing, customer billing, account collections, research techniques and methods.
- Advanced methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Customer Service and/or Meter Reading system software and procedures.
- Billing procedures and practices.
- Accounts payable and accounts receivable.
- Principles and practices of effective employee supervision.
- Familiarity with computerized financial accounting software.
- Research techniques, methods, and procedures.
- Pertinent municipal codes, policies, procedures, ordinances, rules, regulations, and resolutions.
- Principles and practices of effective customer service.
- Elements of proper English usage, vocabulary, and spelling.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Using initiative, discretion, and judgment with established procedures, guidelines, and rules.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Performing complex calculations on a 10-key calculator by touch.
- Recording and inputting data quickly and accurately.
- Utilizes computer software programs competently.
- Meeting strict deadlines.
- Reading, interpreting, applying and explaining City policies, laws regulations.
- Handling large sums of cash with integrity.
- Identifying discrepancies and balancing accounts.
- Working with frequent interruptions.
- Proofreading to identify errors in spelling, grammar, and punctuation.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are moderate consisting of lifting of storage boxes and data binders; entering data into a computer for extended periods of

time. Must be able to lift up to 50 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head Approval

Date

Personnel Officer Approval

Date