

SENIOR CUSTOMER ACCOUNT CLERK

DEFINITION

To perform moderately complex clerical duties in the preparation, maintenance and processing of customer or public service revenue functions including water billing, business tax, parking citations, business license and permit applications; and to work directly with the public in response to inquiries about assigned function.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Customer Account Clerk series. Positions at this level are distinguished from the other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform moderately difficult and responsible types of duties assigned to classes within this series including responsibility for the full range of accounting clerical duties related to business tax, water billing, and cash receipts. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Revenue Manager.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

1. Perform the processing of moderately complex customer accounts related to an area of assignment including business tax, water service, parking citations, business license and permit applications.
2. Respond the public on the phone or in person regarding area of assignment; explain policies and procedures regarding area of assignment.
3. Maintain and update records of completed transactions or issued licenses and permits.
4. Verify accuracy of accounts related to area of assignment; make adjustments in accounts to reflect current balance; may prepare correspondence acknowledging receipt of payments.

City of Hayward  
Senior Customer Account Clerk (Continued)

EXAMPLES OF DUTIES

5. Process, code, enter and verify numerical or financial data related to area of assignment.
6. May provide technical and functional supervision over assigned clerical personnel.
7. Verify city bank deposits.
8. Notify customers of delinquent account balances; explain policies and procedures regarding collection of revenue in specific area of assignment.
9. Coordinate account activities with appropriate agencies and other city departments.
10. Compose correspondence and other documents related to area of assignment.
11. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- A. Principles and practices of basic bookkeeping.
- B. Modern office practices, procedures, methods and computer equipment.
- C. Pertinent municipal, state, and federal codes, laws and ordinances.

Ability to:

- D. Perform complex research on customer accounts.
- E. Communicate clearly and concisely, both oral and in writing.
- F. Establish and maintain effective work relationships with those contacted in the course of work.

City of Hayward  
Senior Customer Account Clerk (Continued)

Experience and Training

Any combination of education 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:

Three years of responsible and specialized clerical, accounting or business experience with an emphasis on customer accounts.

Training:

Equivalent to the completion of the twelfth grade with additional education highly desirable.

PROBATIONARY PERIOD: Six months

0130CS90

May 1990

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt