

**Account Clerk**  
**Reports to: General Manager**

**Wage Range: See Exhibit A**

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**JOB DESCRIPTION:**

- Receives and processes work orders and billing payments.
- Serves as an Accounts Receivable Clerk.
- Filing.
- Receives and responds to customers about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings.
- Coordinates problems with meter location, type of installation, and meter size with operations and engineering personnel.
- Maintains and updates meter reading and route cycles, including daily uploading and downloading of cycles for transmittal to billing system.
- Communicates with customers, face to face and via the telephone, to discuss and resolve problems and concerns.
- Assists Administrative Assistant with customer service, computer work and updating of assessment information.
- Reviews water usage reports and advises customers
- Back up Customer Services Clerks when needed.
- Must perform duties safely with skill, tact, diplomacy and efficiency.
- Performs related duties as assigned.

**JOB QUALIFICATIONS:**

- Completion of high school or equivalent.
- Basic knowledge of accounting practices and procedures.
- Basic knowledge of computers and their operation.
- Ability to use word processing, spreadsheet and accounting software such as but not limited to Microsoft Outlook, Word, Excel and Powerpoint
- Possession of a valid California Drivers License Class C, with a good driving record.

**TYPICAL PHYSICAL ACTIVITIES:**

- Operate District vehicles while conducting District business from District headquarters to areas within the community.
- Must have strength and stamina sufficient to carry, push, reach, and lift items up to 50 pounds, routinely.
- Ability to sit for extended periods of time.
- Ability to reach at above shoulder height, at shoulder height, and below shoulder height.
- Uses office equipment such as computer terminals, copiers, and FAX machines.

- Communicates orally with District management, co-workers, and the public in face-to face, one-on-one and group settings; ability to communicate via telephone and two-way radios.
- Ability to read and distinguish numbers, ability to see well enough to read instruction sheets, distinguish among the red, green, and amber colors of traffic signals.
- Hearing and vision within normal ranges.

#### **Environmental Factors**

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

#### **Desirable Qualifications**

- Any combination of education and experience, which would likely provide the necessary knowledge and abilities is qualifying
- A typical way to obtain the knowledge and abilities would be:
- Education: Completion of basic educational training in office skills.
- Experience: Some work experience in performing office support work is highly desirable.

#### **License Certificate Registration Requirement**

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

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**I have reviewed this Job Description with my Supervisor and agree with its contents.**

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Employee Signature

Date

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Supervisor Signature

Date