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## ACCOUNTING ASSISTANT I

### **DEFINITION**

Under direct supervision, performs a variety of administrative accounting support duties of a limited to routine complexity, such as posting payments, preparing regular billings, posting receipts, data entry, reconciling various accounts, and responding to customer questions; provides technical and administrative accounting support to professional staff in the Financial and Information Services Department; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Accounting Supervisor. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is the entry-level class in the Accounting Assistant series. Initially, under direct supervision, incumbents perform routine billing and data entry functions, in addition to performing a variety of record keeping, reconciliation, and front counter support activities. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. This class is distinguished from the Accounting Assistant II by the performance of the more routine tasks and duties. Incumbents are not expected to perform with the same independence of judgment on matters related to established procedures and guidelines as are positions allocated to the II level. This class may be used as a training class. Employees may have only limited or no directly related work experience.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right 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.*

- Performs a variety of routine administrative accounting support duties including posting and maintaining manual and computerized accounting and financial records according to established accounting techniques and procedures.
- Posts payments, records address changes, and performs other routine data entry.
- Assists customers, vendors, and staff with questions; researches and follows through on most inquiries.
- Collects and processes information for new and closed accounts; prepares and distributes service orders, collects data, prepares final billing.
- Receives cash, makes change, and issues receipts; balances cash to appropriate account.
- Assists in reconciling various accounts and payments.
- Sets up new files; files and indexes material; enters information on computer to maintain records.
- Responds to a variety of customer, vendor, and staff questions over the telephone and in person; refers questions and complaints to the appropriate staff person.

- Serves as passport acceptance agent; receives and processes passport applications; takes passport photos.
- Provides backup for other Accounting Assistants.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic terminology and practices of accounting document processing and record keeping related to utility billing.
- Business arithmetic.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Perform accounting office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact within strict policy and procedural guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of 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:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade. Six (6) months of experience in processing basic accounting transactions or in general office support work desirable.

### **Licenses and Certifications:**

None.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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 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 weighing 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.