



June 2008

## ACCOUNTING ASSISTANT II

### DEFINITION

Under general supervision, performs a variety of administrative accounting support duties in the preparation, maintenance, and processing of accounting records and transactions, including utility billing and balancing and maintaining manual and computerized accounting and financial records; 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 general supervision from the Accounting Supervisor. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS

This is the full journey-level class in the Accounting Assistant series. Incumbents perform the full range of technical work in preparation, maintenance, and processing of accounting records and financial transactions, in addition to performing a variety of record keeping, reconciliation, and accounting support activities. Positions at this level are distinguished from the Accounting Assistant I by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Accounting Assistant in that the latter is responsible for more complex and higher-level technical accounting work, exercises a higher level of discretion and independent decision-making, and may provide technical and functional direction to lower-level accounting support staff.

### 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 administrative and technical accounting support duties including posting, balancing and maintaining manual and computerized accounting and financial records according to established accounting techniques and procedures.
- Responds to a variety of customer, vendor, and staff questions over the telephone and in person; researches and resolves problems; makes appropriate adjustments to accounts.
- Processes, prints, and mails water/sewer utility billings; enters and maintains control cards; researches problems, makes adjustments; receives, processes, and posts payments and issues receipts; handles and balances cash and credit card payments; processes accounts for collections; reconciles reports.
- Prepares, reviews, and tabulates statistical and financial data and reports.
- Maintains and updates utility billing database; enters service calls; processes account transactions related to customers moving in/out of homes and residences; processes service orders.

- Loads and downloads information from handheld meter reader devices; generates, verifies, and corrects various reports; verifies data; generates meter installation requests; sells water meters to builders for subdivisions.
- Processes notices for non-payment and initiates service discontinuation; works with customers to resolve issues; processes collections; generates informational door hangers and urgent notices; initiates service continuation.
- 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:**

- Terminology and practices of accounting document processing and record keeping related to utility billing.
- Business arithmetic and basic statistical techniques.
- 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 detailed accounting office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- 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, initiative, prudence, and independent judgment within general policy, procedural, and legal 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 and two (2) years of experience in processing accounting documents, maintaining accounting records, and/or billing and collections.

**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.