



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Account Clerk II	Position Control No: XX-XX-XX-XX
Classification-Series: Account Clerk II	FLSA Status: Non-Exempt, Regular Full Time 40 hrs/wk
Occupational Grouping: Administrative Support Services	Union - Grade: DMEA – Grade 13
Organizational Unit: Finance Department	Primary Job Location: City Hall, 288 Central Avenue

JOB SUMMARY: Performs routine bookkeeping, money collection, and clerical work in the areas of billings, collections and accounts. Maintains records and accounts in accordance with established office procedures.

ACCOUNTABILITY: Works under the general supervision of an administrative superior. Routine daily activities are carried out with limited contact from supervisor who reviews completed tasks, record, and reports.

SUPERVISION EXERCISED: None.

TYPICAL EQUIPMENT USED: Computer; telephone; calculator; typewriter; copy and facsimile machines.

TYPICAL WORK ENVIRONMENT: Inside: 100% Outside: 0%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Accurately perform detailed work with numerical data and to make arithmetic computations rapidly and accurately.
2. Attend to many items simultaneously, and/or in sequence.
3. Prepare routine financial statements and reports associated with Municipal Agent activities.
4. Maintain an appropriate level of confidentiality regarding records of the organization.
5. Interpret and apply statutes, rules, regulations and policies, as authorized.
6. Collect, process and accurately record all forms of taxes, payments and vehicle registrations; issue various permits; accept required fees; and keep appropriate records; verify calculations of bills and other documents requiring payments.
7. Types forms, statements, letters, receipts, vouchers, departmental reports, permits, and other material from copy, rough drafts, dictating machine, or general instructions.
8. Scan and process archival documents in preparation for the City website.
9. Open and sort mail, and process payments made by mail.
10. Prepare deposits and balance collections.
11. Collect, process, and accurately record all forms of payments including any required fees, calculation of interest and costs.

12. Issues various licenses, certificates, registrations, and permits; accepts required fees, and keeps appropriate records.
13. Perform daily cash drawer closeout, or more frequent if required, accounting for money by types of transactions and method of payment, including listing of any overages or shortages.
14. Prepare routine financial statements and reports associated with Municipal Agent activities.
15. Operate standard office equipment, including computer terminal, cash register, typewriter, copy machine, telephone and calculator.
16. Applies thorough knowledge of department procedures by providing information to the public on department's programs and functions when working the customer service counter or answering the telephone. May perform initial screening of visitors, determining appropriate data to be obtained and/or referring to proper department personnel.
17. Schedule utility disconnections, reconnections, new orders, and other public works service requests.
18. Prepare and mail final payment notices, shut-off and turn-on orders; establish and monitor payment schedules; perform customer follow-up and account research
19. Coordinates activities with other employees, departments or agencies.
20. Establishes and maintains effective working relationships with employees, other departments and agencies, and the general public.
21. Maintains familiarity with and executes safe work procedures associated with assigned work.
22. Performs other related duties as required.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Rarely required. -26 to 50 lbs.: Not required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Occasionally required. -below shoulder height: Occasionally required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Occasionally required. BENDING: Occasionally required. CRAWLING: Not required. SQUATTING: Rarely required. KNEELING: Not required. CROUCHING: Rarely required. CLIMBING: Rarely required. BALANCING: Not required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Occasionally required. FINGERING: Frequently required.</p>
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DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 3 hours Stand: 2 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 6 hours Stand: 1 hour Walk: 1 hour</p>
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COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others</p>
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HEARING: Necessary for receiving instructions and information.

SIGHT: Necessary for performing job effectively.

TASTING & SMELLING: Not required.

TYPICAL WORK SURFACE(S): Standard office desk and chair; service counter; tables; computer work stations; carpet, tile, concrete and wood floors.

TYPICAL CONTROLS & EQUIPMENT: Key board/pad; computer mouse; optical scanner; telephone.

SUMMARY OF OCCUPATIONAL EXPOSURES: May be exposed to copier and printer toner.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS: Knowledge of office procedures and practices; operational knowledge of computer hardware and software; ability to keep records and prepare reports; ability to apply judgment to provisions of laws, regulations and programs; ability to make relatively complex arithmetic computations and tabulations; ability to type accurately with reasonable speed; good knowledge of business English, spelling and arithmetic; ability to work effectively with the public and other employees, ability to understand and follow moderately-complex oral and written instructions; and ability to make minor decisions in accordance with departmental policy. Demonstrated ability to communicate effectively, orally and in writing.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: High school diploma, or equivalent, plus one year of experience in processing and maintaining administrative or financial records; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities. Must attain and maintain Municipal Agent certification through the NH Department of Safety, Division of Motor Vehicles

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input checked="" type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities..

Classification Established: 07/01/96

Job Description Developed: 07/01/96

Revised: 08/02/07