

**OLIVEHURST PUBLIC UTILITY DISTRICT**  
**ACCOUNT CLERK I**

**DEFINITION**

Under supervision of Accounting Manager, maintains and records utility payments; handles customer service in person and/or by telephone, filing in support of District Clerk and Accounting, assists with Utility Billing.

**JOB CHARACTERISTICS**

This is an entree level position. Employee is expected to perform data entry and research customer accounts.

**DESIRABLE QUALIFICATIONS**

Knowledge of:

- Customer Service and Phone communication skills
- Cash Handling
- General office equipment including computers

Skill in:

- Recognize, prioritize, and accomplish needed tasks.
- Respond quickly and effectively in difficult situations.
- Effectively working with other employees.

Ability to:

- Perform various clerical tasks.
- Assist with Billing and Customer Notices
- Follow oral and written directions.
- Collect and process payments and related forms.
- Post customer payments and adjustments to computerized billing system.
- Handles customer service orders and complaints.
- Receives monies and prepares daily deposit for banking.
- Maintain computerize database.
- Keep customer service reference files updated.
- Answer telephone and handle inquiries and/or refer to appropriate personnel.
- Carry out policies of the District.

- Keep abreast of new and changing technology relevant to this position.
- Use initiative and independent judgment.
- Use a personal computer and software applications such as MS Office, Outlook and Billing Software.
- Type 45 wpm.
- Perform 10/key by touch.

## **REQUIREMENTS**

### Minimum requirements:

- High School diploma or GED equivalent.
- Possession of valid California Drivers License.
- Must be insurable by District's auto liability insurer.

### Preferred requirements:

- Two years clerical experience
- Some Business or Accounting courses

## **SPECIAL REQUIREMENTS**

Essential Duties require the following physical skills and work requirements: Requires the ability to maintain mental capacity which allows the capability of exercising sound judgment and rational thinking under varied circumstances; requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; hear and communicate orally; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, data entry or use of other office equipment or supplies; requires sufficient sight and hearing to perform customer service duties, general office duties, and use of general office equipment.

**Olivehurst Public Utility District is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodation to qualified individuals with disabilities.**