

OLIVEHURST PUBLIC UTILITY DISTRICT
ACCOUNT CLERK I

DEFINITION

Under supervision, maintains and records utility payments; handles customer service in person and/or by telephone.

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, and Billing Software.
- Type 45 wpm.
- Perform 10/key by touch.

REQUIREMENTS

Minimum requirements:

- High School diploma or GED equivalent.
- Two years clerical experience with emphasis on accounting skills and cash handling
- One year customer service experience
- College courses in accounting may be substituted for the experience qualification in accounting skills.
- Ten-key by touch and Microsoft Office basic skills.
- Possession of valid California Driver's License.
- Insurable by District's auto liability insurer.

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.