



City of Crescent City

invites applicants for
ACCOUNT CLERK I/II
\$16.55 - \$22.18 hourly

Open: 5/9/2022

Closing Date: 5/31/2022

There is one (1) position available in the classification of Account Clerk I/II for the City of Crescent City Water Department which is under the Finance Department. This is a full-time position with benefits. Applications can be picked up at City Hall or submitted online through the City's website www.crescentcity.org.

Applications must be submitted by 5:00 p.m. on Tuesday, May 31, 2022.

The City reserves the right to extend the filing deadline as necessary.

RESPONSIBILITIES: Under direct supervision, performs cashier and receptionist duties; provides exceptional customer service; processes and maintains utility billing records and accounts; performs a variety of routine clerical and financial recordkeeping duties in support of assigned function or program duties; and performs related duties as assigned.

EXAMPLES OF ESSENTIAL DUTIES: *(include, but are not limited to the following):*

- This position is required to provide exceptional customer service to the public in all forms of communication.
- Performs cashier functions, includes receiving utility and other revenue payments via cash, check, and credit card, makes change, issues receipts, posts in cash receipt program and reconciles cash drawer.
- Prepares and makes bank deposits.
- Assists utility customers, in person, by email, and on the telephone, by providing answers and information regarding specific account information, discrepancies and/or basic accounting procedures.
- Provides information and instruction regarding starting and discontinuing water/sewer service.
- Coordinates and processes applications for city business licenses in accordance with established procedures.
- Performs receptionist duties by answering questions, providing information and directing the public appropriately, by telephone and in person.
- Operates a computer for data entry and related report generation, using common business software applications, as well as industry specific applications.
- Operates a ten-key calculator with speed and accuracy.
- Operates a variety of office equipment, including postage meter, copy and fax machine, scanner, and multi-line phone system.
- Maintains and updates customer account information.
- Prepares and processes utility account billing.
- Processes and coordinates utility turn-ons, turn-offs, re-reads, and work orders.
- Coordinates work with meter readers.
- Performs general office support duties, including filing, recordkeeping and preparation of routine correspondence.
- Utilizes various computer programs and applications; enters and maintains data, generates reports from a database; creates spreadsheets and generates reports using spreadsheet software; creates documents using word processing software.
- Assists other department staff as needed.
- May cross train and learn functions of other Finance department positions and provide back-up when necessary.

- Performs other related work as required.

KNOWLEDGE & ABILITIES:

Knowledge of:

- Modern office methods, practices and procedures.
- Basic business math.
- Principles and practices of cashiering and accounting for cash.
- Techniques providing a high level of customer service to the public and city staff, in person, by email, and over the telephone.
- Computer word processing and spreadsheet software.

Ability to:

- Perform mathematical calculations rapidly and accurately.
- Accurately operate a ten-key calculator at a speed sufficient to meet department objectives.
- Operate a variety of standard office equipment.
- Accurately type and perform word processing and data entry at a speed sufficient to meet department objectives.
- Understand and follow oral and written directions, policies and procedures.
- Work efficiently in Microsoft Office in a Windows environment.
- Successfully learn and operate accounting and utility billing software systems.
- Provide a high level of customer service to the public and to city staff.
- Respond effectively and courteously in a wide range of situations while dealing with a diverse general public and city staff.
- Effectively communicate, both verbally and in writing, in the English language.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Obtain working knowledge of other City department operations and functions.
- Cross-train and learn operations of other Finance Department positions if necessary.

SUPERVISION: This position is supervised by the Director of Finance. This position has no supervisory responsibility.

QUALIFICATIONS: *(The following are minimal qualifications necessary for this job position. Any combination of education and experience which would provide the required knowledge, skills and abilities may be qualifying. A typical way to obtain the required qualifications would be:)*

Education: High school diploma or equivalent.

Experience: None required.

License: Possession of a valid California Motor Vehicle Operator's License or equivalent if a resident of another state; must maintain a valid driver's license in compliance with the City's employee driving standards.

Wage and Benefits

Hourly Wage: \$16.55 - \$22.18 hourly wage paid bi-weekly

Retirement: PERS 2.5% @ 55 for classic members; 2% @ 62 for new members. Employee pays 8% PERS member contribution.

Health: The City provides up to \$1,540/month in a flexible benefit plan to apply towards health benefits, including medical, dental, vision, air ambulance, long-term disability, and life insurance.

Vacation Leave: Vacation is accrued at 4 hours biweekly upon employment and increases with time in service. There is an accumulation limit.

Sick Leave: Sick leave is accrued at 4 hours biweekly with an accumulation limit.

Holidays: 12 paid holidays per year.

Although benefits have been reported as accurately as possible, there has been no guarantee of complete benefit summary intended. All information provided is subject to the actual terms of the legal documents that control benefit programs.

APPLICATION PROCESS: A City of Crescent City application including required supplemental questionnaire must be received in the Human Resources Department by 5:00 p.m. on the final filing date.

An in-person math test will be required for candidates who pass the initial screening process.

Application materials are available from: City of Crescent City, 377 J Street, Crescent City, CA 95531 or on our website at www.crescentcity.org. Following a review for minimum qualifications, applicants who are selected to move forward in the recruitment process will be notified that they must submit a completed criminal conviction history questionnaire in order to continue in the selection process.

FINAL FILING DATE: 5:00 p.m. Tuesday, May 31, 2022

THE SELECTION PROCESS may consist of a written exam and an oral interview. Subsequent to a job offer and prior to being hired, all potential City employees must submit a DMV printout showing an acceptable driving record; pass a criminal history investigation through the California Department of Justice; and pass a pre-employment medical examination and drug screening.

Equal Employment Opportunity:

The City of Crescent City is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, ancestry, sex, religion, sexual orientation, age, disability or marital status or other non-merit factors in its hiring practices, including the process of recruitment, selection, promotion or other conditions of employment.

Reasonable Accommodation: In accordance with the Americans with Disabilities Act (ADA and ADAAA) reasonable efforts will be made during the examination process to accommodate people with special physical or mental requirements. If special accommodations are necessary, please contact the Human Resources Department at 707-464-7483 x233 prior to the examination date. When indicating you have a special need, one of the following definitions will apply to you. A disabled person is anyone who: (1) has a physical or mental impairment which substantially limits one or more major life activities: i.e., walking, seeing, hearing, speaking, working or learning; or (2) has a record of such impairment; or (3) is regarded as having such an impairment.

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SUPPLEMENTAL QUESTIONNAIRE

ACCOUNT CLERK I/II

Please submit a writing sample of no more than three pages and completely answer all of the following questions. Each answer should not exceed one page. At the top of each page please include your name and page number. For each question, please write it out completely before responding. The responses to these questions will be reviewed and evaluated prior to the next step in the recruitment process.

1. Briefly explain your motivation for applying for this position and the skills and abilities you believe will benefit the City of Crescent City.
2. Tell us about your experience with computers, cash handling and your proficiency with 10-key.
3. Describe the steps you would take to foster a "customer and community first" attitude at the City of Crescent City Water Department.
4. What does the word "community" mean to you?