



ADA COUNTY HUMAN RESOURCES

ACCOUNT CLERK I

Operations Department (Trash Billing Services)

HIRING WAGE: \$14.92 – \$16.17/hr DOE

STATUS: Full-time with benefits

CLOSING DATE: September 10, 2021

APPLICATION MATERIALS: Apply online at adacounty.id.gov/jobs

GENERAL SUMMARY

Performs moderately difficult clerical tasks in keeping financial accounts and records and receiving cash payments according to standardized accounting practices. Performs related work as required and interacts with the public with a variety of different methods. Explains trash service standards and requirements to residential and commercial customers.

DISTINGUISHING FEATURES OF THE CLASS

This classification is distinguished from other clerical classifications by its primary focus on customer service in handling a variety of complex and varied billing and service issues for both residential and commercial trash accounts. The work involves performance of account keeping, cashiering, auditing or related tasks within clearly defined limits. Similar problems are constantly recurring, and their solution is routine, has been previously determined, or in unusual cases is checked by supervisors. Work at this level requires a good knowledge of basic methods used in keeping fiscal accounts and records. The employee completes most recurring work without assistance from the supervisor.

ESSENTIAL FUNCTIONS

- Posts, by hand or by mode of operation and handles money from a variety of items to individual accounts or other books and records;
- Provides information of a general nature about the trash service programs of the office and trash collection standards to residential and commercial customers;
- Works directly with customers through various methods by responding to account and billing inquiries and adjustments, requests for service, and other issues related to the residential/commercial trash service;
- Communicates effectively, both orally and in writing with customers, co-workers and others providing feedback and strong problem solving;
- Recommends cancellations and refund of individual customer charges;
- Serves as a cashier receiving sums of money for such;
- Balances daily collections and disbursements and prepares reports as instructed;
- Computes fees, collects fines and fees, and accounts for same;
- Mails statements, collects and accounts for amounts collected;
- Provides forms/applications for the programs of the office to the public;
- Files documents;
- May serve as a receptionist and performs like duties including sorting mail, processing documents, filing paperwork, etc.;
- May type documents and memoranda/letters from rough draft into final form; and
- Performs a wide variety of clerical account keeping and related tasks.

JOB REQUIREMENTS

- High school diploma or equivalent preferably supplemented by business school or college courses in bookkeeping or accounting;

- Some clerical experience which includes clerical-accounting duties at the level of Clerk Typist I or higher;
- Good knowledge of business math and English grammar, spelling and punctuation;
- Good knowledge of customer service techniques and practices;
- Some knowledge of methods used in keeping fiscal accounts and records;
- Some knowledge of office terminology, procedures, routines and equipment;
- Ability to grasp the relationship between numbers, accounts, and items in accounts;
- Ability to understand and carry out simple verbal and written directions;
- Ability to work with others in the accomplishment of the required work;
- Ability to exercise judgment and discretion in the performance of duties;
- Ability to operate office equipment used to accomplish the work of the position; and
- Ability to handle money (currency, coin and checks) and make proper change.

OTHER REQUIREMENTS

- The position is located primarily in office with a typical work schedule of Monday – Friday, 8:00 am to 5:00 pm.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is performed primarily in an office environment and the employee in this class is subject to inside environmental conditions;
- May be required to lift up to 20 lbs.;
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks.

DISCLAIMER

To perform this job successfully, an individual must be able to perform the essential functions satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice. Ada County provides Veteran's Preference for all County jobs except for those deemed "key positions" in accordance with Title 65, Chapter 5 of Idaho Code.

NOTE

Ada County reserves the right, at the discretion of the appropriate appointing authority, to waive any of the minimum qualifications for those applicants whose general or specific qualifications would otherwise qualify the applicant for the position or lead the appointing authority to believe that the applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities. The hiring pay range may be appropriately adjusted based upon current and/or prior applicable Ada County employment experience.

** If you need reasonable accommodation to participate in and/or complete the county's application process, please contact Human Resources at the phone number or address listed hereon. (TDD call 287-7979)*

Ada County Human Resources | 200 W. Front Street, 2nd Floor, Boise, ID 83702

Office: 208-287-7123 Fax: 208-287-6999

adacounty.id.gov