

**North Marin Water District**

**ACCOUNT AND CREDIT CLERK II**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include all** duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION**

Under general supervision renders exemplary customer service through phone contact and through the maintenance of customer accounting records, preparation of required reports and the input of all necessary information into the computer. Performs related duties as required.

**DISTINGUISHING CHARACTERISTICS**

This position is distinguished from the Account and Credit Clerk I position in that it entails more billing functions and customer problem investigation follow-up. Able to perform the duties of Customer Services Supervisor in his/her absence.

**SUPERVISION RECEIVED**

Receives direction and supervision from the Consumer Services Supervisor.

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

Maintains individual water and sewer account records by entering information into computer to update customer files. Enters new account charges, delinquent charges, return check items, miscellaneous adjustments, meter change data, and processes work orders, as required. Assists in the daily deposit. Reviews meter reading edits after routes are completed and checks for unusual usage and prepares service tags for further investigation if required. Enters new service data.

Generates pre-billing and reviews again for any errors or missing information prior to sending final bills to print. Requests delinquent "reminder" bills and assists in preparation of accounts to be assigned to collection. Prepares lists and cards for shut-off procedure. Uses word processing software to prepare customer correspondence including standard form letters or other customer related correspondence. Processes sewer letters and liens. Provides reports or customer information for other departments as requested.

Answers incoming phone calls and directs them to proper department. Assists customers with inquiries regarding their balance owing, high bills, leaks, making payment arrangements or other water service problems. Takes requests for starting and stopping water or sewer service. Dispatches service calls over radio.

**OTHER DUTIES**

Performs the duties of the Supervisor when he/she is out of the office and also fills in for the Cashier when he/she is out of the office (if the Account & Credit Clerk I is unable to do so).

Approved by	CD
Date	1/25/08

**QUALIFICATIONS** (The following minimum qualifications are necessary for entry into the class):

Education/Experience

Any combination of education and experience equivalent to possession of a high school diploma or its equivalent and three years of general clerical and public contact experience.

Knowledge/Skill/Ability

*Knowledge of:* basic accounting principles, methods and equipment; principles and practices of good customer relations and complaint resolution; office practices and procedures; basic knowledge of the District's computer program for water and sewer billing; knowledge of business letter writing.

*Skill in:* Operating a personal computer and other office equipment.

*Ability to:* use 10-key adding machine by touch; meet the public with tact, poise and effectiveness; type at a rate of not less than 50 net words per minute and to operate office machines with proficiency; work under tight time frames and deadlines; exert judgment to prioritize needs; remain available in the event of an emergency; maintain effective working relationships with those contacted in the course of work.

License/Certificate

Possession of a valid Class C California driver's license.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer, and hearing is required when providing phone service. Incumbents may be required to lift files, papers and reports weighing up to 25 pounds.

**OTHER REQUIREMENTS**

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."