



Lake Whatcom Water & Sewer District Job Description

Job Title: Accounting Clerk

FLSA Status: Non-Exempt

Reports To: Finance Manager

Revision Date: May 25, 2011

POSITION PURPOSE:

Responsible for providing customer service to the public and performing a variety of accounting and clerical duties in support of the District's Finance Department.

REPORTING RELATIONSHIPS:

Reports to the Finance Manager and does not supervise others.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Responsible for being the District's first point of contact at the front counter and on the telephone performing all related customer service tasks such as responding to inquiries and complaints, providing general information, and routing customers to appropriate District staff;
- Assists accounts receivable in generating bi-monthly utility bills; assists in receiving and processing utility payments; posts payments, credits, debits, adjustments and finance charges for utility accounts; identifies and resolves errors and discrepancies;
- Maintains monthly past due/disconnection lists and mails Courtesy Disconnection Notices; determines when sufficient payments have been made to remove accounts from the past due list; informs field staff of ongoing status of past due accounts subject to lock and unlock actions;
- Adds and posts daily mail deposits to utility billing and special assessment/ULID accounts; pulls overnight dropped payments and posts to cash drawer; counts cash drawer and posts to appropriate accounts; prepares bank deposits;
- Processes title/escrow payoff requests; and, at direction of Finance Manager, processes adjustments to ULID/Special Assessment accounts, prepares annual billing statements, annual past due statements, and provides updates regarding ULID accounts in foreclosure;
- Orders, maintains, inventories and distributes office supplies;
- Opens, sorts and distributes incoming mail; assists in mailing of outgoing correspondence and billings; may run office errands, deliver bank deposits, etc;
- Assists and provides backup to accounts receivable and accounts payable staff;
- Performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Accounting fundamentals and procedures;
- Customer service techniques and telephone etiquette;
- Computers and applicable software applications;
- Grammar, spelling and punctuation;
- Filing and file maintenance techniques;
- Basic office procedures.

Ability to:

- Apply District accounting and auditing guidelines, policies and procedures;
- Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner;
- Pay attention to detail and accuracy;
- Use a computer and applicable software related to job duties;
- Establish and maintain effective interpersonal relationships at all organization levels and with the public;
- Communicate with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction;
- Prioritize work, accommodate interruptions, and meet deadlines;
- Maintain confidentiality;
- Use office equipment such as multi-line telephone system, copiers, calculators and fax machines.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of experience in general accounting support, billing customer service or related experience.

Education: High school diploma or GED.

Licenses and Certifications:

- Valid Washington State Driver's License.

WORK ENVIRONMENT:

Duties are performed primarily in an office environment with sitting for long periods of time, utilizing standard office equipment and a personal computer. The noise level in the work environment is usually moderately quiet. May be required to deal with upset customers.

PHYSICAL REQUIREMENTS:

This classification typically requires stooping, kneeling, walking, pulling, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Frequently lifting, carrying, pushing or pulling up to 10 pounds and/or occasionally lifting, carrying, pushing or pulling up to 20 pounds. Frequent walking, standing or sitting most of the time and using arms or legs to push/pull.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: May 25, 2011

Patrick Sorensen, General Manager