

City of San José
CLASS SPECIFICATION

Title: Principal Account Clerk (1223)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under direction, performs accounting clerical work including supervision and maintenance of a segment of the City's total financial system. Supervises and participates in central finance control of billing/payment review, verification of documents and/or printouts, batch control for data processing of financial records, contract payments, and other support systems. May be assigned duties as a direct supervisor and/or perform as an independent contributor. Participates in or has responsibility for various ledgers, journals, accounts, records, and similar accounting clerical functions; prepares reports, summaries, and balances. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the most advanced clerical class in the Account Clerk classification series responsible for serving as the consolidation point for a variety of inputs into the assigned financial system area. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned financial system area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. Further, Principal Account Clerks usually supervise the work of lower level clerical accounting positions. This class differs from Senior Account Clerk in that incumbents of the latter perform duties of lesser scope and complexity. This class differs from the next higher class of Accounting Technician in that the latter class performs paraprofessional accounting duties, serving as the technical focal position for a major or City-wide financial system.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school, General Educational Development (GED) Certificate, or California Proficiency Certificate AND three (3) years of accounting clerical experience, including one (1) year in the performance of reviewing and balances ledgers, processing and reviewing revenues, payments, or requisitions, or serving as a timekeeper and processing payroll.

Acceptable Substitution

A bachelor's degree in a related field from an accredited college or university may be substituted for the required experience.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

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- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Supervises and participates in central finance control of billing/payment review, verification of documents and/or printouts, batch control for data processing of financial records, contract payments, and other support systems.	Daily/Several Times
2.	Participates in or has responsibility for various ledgers, journals, accounts, records, and similar accounting clerical functions; prepares reports, summaries, and balances.	Daily/Several Times
3.	Provides customer service and phone support for payment inquiries both internally and externally. Interacts with the public, other city departments, auditors, other governmental jurisdictions, private banks, insurance companies, collection agency, and various business entities.	Daily/Several Times

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4.	Prepares organized, legible, and concise written and verbal communication applying directives that are thorough, accurate, and comprehensive.	Daily/Several Times
5.	Operates and utilizes a variety of standard office equipment, including but not limited to computers, printers, scanners, phones, calculators, fax, software programs, and accounting machines and equipment.	Daily/Several Times
6.	Supervises and participates in receipt of and accounting for monies received in payment for City services such as licenses, fees, taxes, assessments, or other charges; supervises and participates in billing for all services and charges and initiates adjustments and refunds.	Daily
7.	May assist in developing/analyzing forms, reports, procedures, controls, and other related functions.	Daily
8.	Identifies problems and recommends solutions for assigned responsibilities.	Weekly
9.	Analyzes, sets up, and creates reports and scripts, and formats computer files.	Weekly
10.	Depending on assignment, may supervise and evaluate the work of subordinate employees or may lead, train, assign, or review work in the absence of a supervisor.	Daily
11.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 5/80, Rev. 7/83, Rev. 2/98, Rev. 08/18; Rev. 01/20 s003