

# CITY OF CELINA

An Equal Opportunity Employer

## POSITION DESCRIPTION

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**Position Number:**

**Name:**

**Class Number:**

**Class Title:** Customer *Accounts* Clerk I, II, or III

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**Civil Service Status:** Unclassified

**Dept./Div:** Customer Accounts

**Employment Status:** Full-time, Regular

**Reports To:** Customer Accounts Supervisor

**FLSA Status:** Non-exempt

**Supervises:**

**Pay:** Collective Bargaining Agreement

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### QUALIFICATIONS: (An example of acceptable qualifications)

Completion of secondary education and experience which indicates a knowledge of bookkeeping and office practices and procedures and a demonstrable skill in typing with in customer accounts; assignment to Level I, II, or II is based on the ability to perform the essential functions and is made at the discretion of the Customer Accounts Supervisor.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

None.

### MINIMUM ACCEPTABLE CHARACTERISTICS: (\* Indicates developed after employment)

**Knowledge of:** organizational goals and objectives; office practices and procedures; English grammar and spelling; office equipment operation; public relations; budgeting; accounting; organizational policies and procedures; \*records preparation and management.

**Skill in:** data processing techniques and procedures; word processing; typing.

**Ability to:** prepare accurate documentation; gather, collate, and classify information about data, people, or things; handle sensitive inquiries from and contacts with officials and general public; prepare routine correspondence; communicate effectively; answer routine telephone inquiries; calculate fractions, decimals, and percentages; apply principles to solve practical, everyday problems; maintain records according to established procedures; \*proofread technical materials, recognize errors, and make corrections; complete routine forms.

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Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Columbus, OH 43235

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**ESSENTIAL FUNCTIONS OF THE POSITION:** (For purposes of 42 USC 12101)

(1) Performs customer account functions at designated level of responsibility; posts, updates, and balances complex financial information using computerized accounting system; operates datamatic electronic reading system; reconciles payments with stubs, tapes, and/or cash; balances cash drawer; receives and counts money and makes change; prepares and deposits receipts; prepares customer bills, pay-ins or deposit slips, checks, etc.; reviews records and reports generated by computer to ensure accuracy and consistency; maintains security of data (e.g., performs proper back-up and storage procedures, etc.); opens vault and safe in morning; locks vault and safe at night; opens night deposit box.

(2) Maintains billing records according to established procedures; prepares, indexes, and files assigned records and documents; issues permits (street opening, sanitary, storm, plumbing); sends out miscellaneous billings for electric, water, sewer not billed on computer system; completes billing records for state auditor.

(3) Performs related clerical activities; compiles information to prepare account billing reports; writes reports/programs through Query software; prepares form letters; updates organizational records; contacts appropriate parties to verify received information; reviews documents for accuracy and completeness; counts, sorts, collates, and arranges documents for typing or copying; operates copy machine to reproduce documents.

**OTHER DUTIES AND RESPONSIBILITIES:**

(1) Prepares variety of material from rough draft, recording, or instruction (e.g., information of confidential or sensitive nature, correspondence, reports, records, labels, envelopes, cards, routine forms, and related department documents); proofreads typed documents and makes necessary corrections.

(2) Routes routine information and documents to appropriate personnel; answers telephone, directs calls, and responds to inquiries and complaints; provides general information to public; greets and screens persons entering office; assists public with completion of forms.

(3) Operates and maintains office equipment; orders office supplies; signs for UPS packages and registered mail.

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**EQUIPMENT OPERATED:** (The following are examples only and are not intended to be all inclusive)

Computer, adding machine, printer, burster, postal machine, mail opener, laminator, shredder, notebook binder, datamatic electronic meter reader system, communication radio, credit card terminal.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

(For purposes of O.R.C. 4167)

None.

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

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(Approval of Appointing Authority)

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(Date)

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(Employee Signature)

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(Date)

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