



Hidden Valley Lake Community Services District

Senior Accounts Representative Job Status: Non-Exempt

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:

Performs a variety of clerical and data entry work related to customer account maintenance and assists Accounting Supervisor with basic accounting functions.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Accounting Supervisor.

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

- Serve as receptionist; interact directly with District customers: in person, by telephone, email, and letter in order to address customer inquiries, complaints, service requests or billing arrangements.
- Perform data entry functions; post, verify and reconcile various accounts; gather, sort, and research records as necessary to maintain the integrity of customer account ledgers.
- Process and verify billing for commercial and residential customers; process and prepare supplemental bills for mailing.
- Receive and process cash payments, count change, balance cash, and prepare bank deposits; manage and reconcile petty cash.
- Collect, sort, and distribute incoming and outgoing mail; operate a variety of standard and specialized office equipment; perform related general clerical work such as typing, filing, proofing, photocopying, and collating.
- Procure and maintain office supply inventory.
- Process accounts payable warrant requests; prepare, review, and verify purchase orders, vendor invoices and related documentation; maintain related files.
- Assist in the preparation of property liens.
- Reconcile District's bank account(s) on a weekly basis.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Works primarily in an office environment; will routinely be required to make bank deposits and other deliveries/pickups.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- This position relies heavily on speech, hearing, and vision. Communicates orally in group and one-to-one settings. Hearing within normal ranges with or without correction. Has the ability to hear well

enough to receive information over the telephone, radio and in person. Vision within normal range with or without correction.

- May require occasional bending, stretching, stooping, reaching, twisting, and turning. This position works primarily in an office environment. Employee must be able to perform tasks requiring both sitting and standing for extended periods of time; may also require walking short to moderate distances.
- Must be able to lift, push or pull at least 25 pounds. Hand and finger dexterity sufficient to operate a computer keyboard and some hand tools. Attentiveness and concentration necessary to perform multiple tasks concurrently.

QUALIFICATIONS:

The following are minimal qualifications necessary for entry into the classification.

A high school diploma or equivalent and at least three (3) years clerical and/or customer service experience is required.

LICENSES/CERTIFICATES:

A valid California driver's license and satisfactory driving record to maintain insurability is required.

KNOWLEDGE/SKILLS/ABILITIES:

The following are a representative sample of the KSA's necessary to perform essential duties of the position.

Knowledge of:

- An individual must possess strong customer service and communication skills and attention to detail.

Ability to:

- Must be able to multi-task.
- Position requires computer literacy and skills in word processing, spreadsheet, and database software.
- Must be able to count change.

OTHER DUTIES:

Perform other related duties as required.