

BRYAN MUNICIPAL UTILITIES

An Equal Opportunity Employer

Position Title: ACCOUNT CLERK II

Department: Utility Office
Employment Status: Full-time

Reports To: Director of Utilities
FLSA Status: Non-exempt

GENERAL DESCRIPTION:

Performs clerical, secretarial and accounting work in answering telephones, receiving the public, providing customer assistance, data processing and record keeping as needed by the organization in relation to the Communications, Electric, Power Plant and Water Departments.

EDUCATION AND EXPERIENCE REQUIRED:

Position requires a high school diploma or GED equivalent with any combination of education, training and experience which has led to the acquisition of the required knowledge and abilities. Associates degree preferred.

This is the intermediate classification of the Account Clerk I/II/III. Working under minimal supervision, employees perform a variety of clerical, secretarial, accounting and administrative office support duties. As experience is gained (between 1 to 3 years), they work with greater independence of action within established guidelines. This class is alternately staffed with Account Clerk I/II and employees may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications for the higher-level class.

All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

ESSENTIAL FUNCTIONS:

1. Receive and direct the public, in person and with multi-line telephone system. Direct calls to other departments or individuals or take messages, and respond to routine inquiries and refer, when necessary, to the appropriate person, official or department head.
2. Review all invoices for appropriate documentation, match with shipping/receiving documents, obtain department approval and process in efficient manner to obtain discounts offered. Research and resolve discrepancies as needed. Responding to public inquiries about electric, water, and communications department operations regarding accounts payable functions.
3. Prepare accounts payable report for Bryan Board of Public Affairs to be distributed with meeting packets.
4. Work closely with Department Superintendents to maintain authorized preferred authorized vendor and material list and purchasers by vendor list and distribute quarterly.
5. Maintain approved purchase order filing system and purchase order database. Upon notification from Department Head process paperwork to close an open purchase order.
6. Manage petty cash and reconcile as needed.
7. Prepare and process large power billing and all associated reports, invoices, etc.
8. Maintain Great Lakes systems for communication department. Schedule new installations, disconnects, etc.
9. Process and calculate power supply cost adjustment; prepare and distribute all associated reports.
10. Maintain fuel system and invoice City departments.
11. Process and calculate kilowatt-hour tax calculations and prepare and distribute all associated reports.
12. Process and calculate budget billing and correspond with customers and Clerk Treasurer's Office as needed to ensure accurate budget billings.
13. Track free service and prepare and distribute associated reports.
14. Update and track commercial water changes.
15. Perform clerical function, for all BMU departments, such as maintaining filing systems, prepare various correspondence and reports, distribute expense reports and faxes, prepare various invoices, type permits, maintain postage machine and use all office machines. Track payments received for invoices issued.
16. Maintain copiers and provide monthly copy readings as required. Collect phone/fax logs on monthly basis and forward to the Clerk Treasurers office.

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17. Process and obtain wide load permit for the water department on an annual basis.
18. Sort and distribute incoming mail as well as prepare outgoing mail on a daily basis.
19. Issue, track, process and bill various electric and water permits and ensure adherence to related requirements. Examples are: meter bases, hydrant meters, wiring permits, water taps, lawn irrigation systems, security light agreements, after hours call out, etc.
20. Create, distribute, process and file electric, water and communication work orders. Recording customer service and complaint orders and notifying appropriate department personnel. Schedule appointments for communications tech and other departments.
21. Maintain and develop office forms and written procedures for essential job functions. Ability to complete office forms accurately and efficiently.
22. Work closely with and communicate with coworkers, management and customers in a courteous and professional manner providing customer service to the public, coworkers and other City departments.
23. Conform with and abide by all written and non-written regulations, policies, work procedures and instructions. Conform to all safety rules and use all appropriate safety equipment.
24. Fill in for other account clerk(s) as needed.
25. Demonstrate regular and predictable attendance.
26. Participate in required training as applicable.
27. Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: (* indicates developed after employment)

- Working knowledge of modern office practices and procedures.
- Working knowledge of departmental policy and procedures
- Working knowledge in the operation of computers and related software, including Microsoft office programs, and database programs
- Strong mathematic, spelling and grammar skills
- Strong organizational skills with attention to detail
- Ability to effectively communicate in oral and written form
- Ability to prepare meaningful, accurate and concise reports; and copy records precisely, without error
- Ability to maintain confidentiality of sensitive information
- Ability to develop and maintain effective working relationships with coworkers, supervisors, officials and general public

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving – the individual identifies and resolves problems in a timely manner, gathers and analyzes information accurately and skillfully.
- Customer service – the individual manages difficult customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance and meets commitments. Provides friendly and efficient external and internal customer service to coworkers, supervisors, and officials.
- Planning/organizing – the individual organizes, prioritizes and plans work activities and uses time efficiently.
- Accounting procedures – the individual effectively utilizes accounting practices and accurate arithmetic calculations.
- Communication skills – the individual professionally and openly communicates with coworkers, supervisors, officials and general public.
- Quality control – the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- Quantity – meets productivity standards and completes work in a timely manner.
- Adaptability – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

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- Safety and security – the individual observes safety and security procedures and uses equipment and materials properly.

SUPERVISORY RESPONSIBILITIES

None.

SUPERVISION RECEIVED

Works under the close supervision of the Director of Utilities, according to an established work routine.

EQUIPMENT OPERATED: (The following list is not intended to be all-inclusive.)

Multi-line telephone, personal computer including word processing software, copy machine, fax machine, 10-key calculator, typewriter, postage machine and other general office equipment.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Maintain Notary, valid state driver's license.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is primarily a sedentary office position with employees working in a controlled office environment. While performing the duties of this job, the employee is required to sit, talk and hear. The employee answers telephone calls and occasionally bends, reaches, and pushes and pulls file drawers to file records and reports. Moves within the building to collect, deliver, and copy documents. The position uses a computer terminal to access, input, and retrieve data. Finger dexterity may be required to operate computer keyboard and 10-key.

The employee must occasionally lift and/or move up to 30 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed primarily in an office setting. The noise level in the work environment is moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, and may be amended at any time.

My signature below signifies that I have reviewed and understand the contents of my position description.

(Approval of immediate supervisor)

(Date)

(Employee Signature)

(Date)