

The City of Wooster
Account Clerk – Full-time
Minimum starting wage - \$18.39

The City of Wooster is accepting applications for an Account Clerk in the Utility Billing Department of the Finance Division. If you have experience with recurring monthly billings, application of payments, customer service, daily cash reconciliation and deposit preparation you are encouraged to apply.

Applicants must meet the following:

MINIMUM QUALIFICATIONS: Qualified candidates must have a high school diploma or equivalent. A degree or college level courses with an accredited institution in business or accounting is preferred. Candidates will have previous work experience in customer service and clerical accounting required. A valid motor vehicle license issued by the State of Ohio is required. Must meet insurability guidelines. Previous work experience using computers/knowledge of Microsoft Office Products is required. Candidates will have excellent interpersonal and communication skills and the ability to calmly resolve conflicts.

EXAMINATION PROCESS: An oral unassembled Civil Service evaluation of education, experience, and training will be used. Passing applicants on the civil service examination will be placed on a Civil Service eligible list. Applicants will be processed for further testing from this list. Applicants must pass or meet all acceptable standards for all pre-employment assessments to meet qualifications and remain on the eligible list. Such examinations may include, but not be limited to: psychological and/or psychiatric examination, background investigation, personality assessment and personal interview. The duration of the list will be one year or until exhausted.

A detailed job description and application can be found at <https://www.woosteroh.com/human-resources/careers>. The application deadline is Friday, March 1, 2024.

Special auxiliary aids for handicapped persons are available upon request. At least five (5) days notice is required prior to the Civil Service Examination. Requests must be made to the Human Resources Division 330-263-5254 during regular working hours.

The City of Wooster
Job Description
An Equal Opportunity Employer

JOB TITLE:	Account Clerk	CLASSIFICATION:	Classified
DIVISION:		FLSA STATUS:	Non-exempt
DEPARTMENT:	Finance	PAY SCHEDULE:	WEA
POSITION CONTROL:	72- 60003	PAY GRADE:	2w
REPORTS TO:	Department Manager	MINIMUM:	\$ 18.39 / Hour
SUPERVISES:	n/a	MAXIMUM:	\$ 21.51/ Hour

Job Summary

The Account Clerk is responsible for performing customer service, clerical accounting tasks, and is responsible for accurate account keeping, auditing, filing, typing and related tasks.

Essential Job Functions and their Measure

1. Demonstrates the ability to provide excellent customer service to all customers
 - a. Greet general public in person and via telephone in a timely and courteous manner
 - b. Returns phone calls to customers within a reasonable timeframe
 - c. Responds to internal and external customers in a professional and courteous manner
 - d. Diffuses upset customers and provides appropriate explanations to resolve issues
 - e. Respond to the public regarding utility transactions including but not limited to inquiries, complaints, billings, meter readings and collections
 - f. Answer complex customer inquiries not handled by Customer Service Representatives
 - g. Issues notices of account delinquencies and maintains accurate reporting on delinquencies as assigned
 - h. Process account adjustments and payments per the direction of the immediate supervisor
 - i. Demonstrates the ability to establish and maintain effective working relationships with co-workers, supervisor, department heads, city officials, and the public
 - j. Maintains confidentiality of all records and information
 - k. Perform other such duties as assigned
2. Responsible for accurate clerical accounting tasks within the finance department
 - a. Maintains accurate files, records, and data of customer accounts
 - b. Prepares invoices/statements from various systems
 - c. Prepares daily bank deposits and other forms as assigned
 - d. Prepares, enters, and updates information for data processing and various systems
 - e. Completes all records and reports as required in a timely manner with accurate information
 - f. Creates cash receipts and balances cash drawers
 - g. Processes simple tax returns
3. Responsible for effective verbal, written and electronic communication
 - a. Communicates status of projects/work load to Finance Manager or appropriate management personnel
 - b. Responsible for completing all records and reports as required
 - c. Writes legibly, maintains accurate information, and uses proper spelling, grammar
 - d. Communicates information effectively, accurately and timely

Qualifications:

The following qualifications or equivalents are the minimum requirements necessary to perform the essential functions of this job.

Education and Formal Training

- High School Diploma or equivalent required
- Degree or college level courses with an accredited institution in business or accounting preferred
- Valid motor vehicle license issued by the State of Ohio required. Must meet insurability guidelines.