



GRAND TRAVERSE COUNTY, MI JOB DESCRIPTION

ACCOUNT CLERK SPECIALIST

GENERAL SUMMARY

Primary functions of the job are to provide customer assistance and complex and varied financial functions related to customer accounts and accounting functions within a department. Incumbents work with outside agencies and companies to reconcile accounts, establish financial responsibilities, process billing and collections, and enforce County rules and procedures. Employees in this job have no formal supervisory role, however, may train, guide, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Processes, compiles, researches, and analyzes information, and prepares and verifies statements, reports and billings related to customer accounts within established procedures.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.
- Reviews, evaluates, and processes financial transactions, receipts, and disbursements within established guidelines.
- Performs a variety of specialized research and audits regarding accounts in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, court orders, policies and laws.
- Works collaboratively with other County employees and government entities to research and resolve issues.
- Reviews technical and legal documents, determines, and takes appropriate action within established guidelines.
- Enters, verifies, and reconciles account information and customer data. May develop spreadsheets, databases, or reports.
- Establishes, monitors, maintains, and closes customer accounts as necessary.
- Performs basic mathematical calculations to balance, reconcile, and maintain records.
- Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.
- Performs a variety of routine clerical activities in support of the assigned department.
- Uses a wide variety of office machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, and copiers.



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EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in Accounting or related field
- One to two years directly related experience
- Associates degree in related field may substitute for the experience requirement

CERTIFICATIONS, LICENSES (minimum requirements)

None required

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist, but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher- level manager and could impact others outside of the department.

Compared to the Account Clerk classification, this job involves more complex and varied accounting and financial functions. In addition, this job requires more knowledge of accounting and bookkeeping, as well as knowledge of specialized department or program activities and guidelines.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge of generally accepted accounting and bookkeeping principles
- Specialized knowledge related to the department or function
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, and telephones
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems in order to ensure compliance
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to explain complex policies and processes in layman's terms
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries