

**CITY OF COCONUT CREEK  
JOB DESCRIPTION**

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**JOB TITLE:** Accounting Clerk  
**DEPARTMENT:** Finance and Administrative Services  
**FLSA STATUS:** Non-exempt

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**GENERAL PURPOSE:**

Performs intermediate-level administrative work in the Finance and Administrative Services department. Supports accounting operations by filing documents, reconciling statements, and running software programs. Work is performed under general supervision with limited latitude. Position exercises some judgment in accordance with well-defined policies, procedures, and techniques.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Cashiering - This position is responsible for processing and applying payments for City provided services. Examples of essential functions are as follows:

- Processes all revenues received by the city including: building permits, contractor registration, occupational licenses, utility payments, recreation payments, returned check fees, abandoned properties payments, code fines, passport fees, lien inquiry fees, lobbyist registration fees, utility tax and gas payments, tower leases, etc.
- Assists utility customers with applications for service, collections of fees, reviewing and analyzing accounts, opening and closing of water accounts, creating work orders, issuing rate adjustments for leaks or high consumption, and adding and applying credits to accounts
- Assists residents, customers, and businesses in person and over the phone with general and complex inquiries
- Counts and balances cash drawer, and posts and prepares daily bank deposit
- Scans cash receipts and other supporting documentation
- Processes and backs up billing system
- Runs and interfaces multiple reports for balancing and updating spreadsheets
- Makes welcome packets for new account customers
- Updates the general ledger
- Performs general receptionist type duties

Billing and Customer Service

- Enters work orders for meter change outs, turn offs, utility billing checks, etc.
- Calculates adjustments to customer accounts

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- Opens and closes utility billing accounts
- Receives incoming telephone calls and assists customers with inquiries via telephone, e-mail, in-person, or any other mechanism
- Assists with uploading and downloading meter reading equipment
- Assists with billing functions, including reviewing the billing journals and exception reports
- Maintains accounting records by making copies and filing documents
- Maintains accounting databases by entering data into the computer and processing backups
- Reconciles reports and statements with the general ledger
- Verifies financial reports by running a performance analysis software program
- Greets all customers, provides information and assistance to visitors, and directs to the appropriate location or individual
- Routes all incoming telephone calls and answers general inquiries; forwards calls to appropriate people as necessary or takes a message
- Orders office supplies; distributes and maintains office supply inventory
- Receives, sorts, and distributes incoming and outgoing mail; answers telephone calls; refers calls to appropriate people
- Receives, inspects, and delivers incoming shipped packages and supplies; reconciles packing and receiving slips with purchase orders
- Performs routine processing tasks
- Interacts and communicates with all City departments and external customers
- Assists other staff members as required to complete department / division work in a timely manner
- Provides coverage for the Staff Assistant or similar positions as needed
- Performs related duties as assigned and/or required

### **MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by one (1) or more years of experience in cashiering, customer service, and/or clerical work; an equivalent combination of education, certification, training, and/or experience may be considered.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of computers and electronic data processing
- Working knowledge of modern office practices and procedures
- Skill in Microsoft Office products (Excel, Word, and Outlook)
- Skill in providing good customer service
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to organize work for timely completion
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing

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- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

**PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

**SENSORY REQUIREMENTS:**

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Job Title

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date