



City of Fallon

Classification Specification

Accounting Clerk

GENERAL PURPOSE

Under general supervision of the Senior Accountant and Deputy City Clerk/Treasurer, provide high-quality customer service and accounting support to residents, businesses, vendors, and other City departments. Assist customers with utility accounts and other City services, including starting and stopping utility services, billing questions, payments, and account information. Perform a variety of accounting and financial duties, including accounts payable, accounts receivable, utility billing, purchasing, receiving and recording payments, and maintaining accurate financial records.

GENERAL STATEMENT OF DUTIES

- Provide courteous and responsive customer service to residents, businesses, vendors, and other customers.
- Assist with customer utility accounts, including starting and stopping services, posting payments, account updates, and resolving questions.
- Perform accounts payable; including requisitions and purchase orders, accounts receivable, utility billing and vendor payments.
- Process applications for business, gaming, liquor, and cabaret licenses.
- Provide information about City services, policies, procedures, and customer account requirements.
- Respond to and route emergency utility and inquiry calls.
- Coordinate with other City departments to resolve customer concerns.
- Maintain accurate financial and customer records.
- Perform other related accounting and customer service duties as assigned

QUALIFICATIONS FOR EMPLOYMENT

Knowledge and Ability

- Strong customer service skills, with the ability to interact professionally, courteously, and effectively with residents, businesses, vendors, and City employees in person and by telephone.
- Ability to explain billing, account, and City service information clearly and assist customers in resolving questions or concerns.

- Ability to accurately handle, record, and account for money and financial transactions.
- Knowledge of basic accounting principles and practices, including accounts payable, accounts receivable, billing, payment processing, and reconciliation.
- Ability to maintain accuracy and attention to detail when processing financial transactions, utility accounts, bills, payments, and other records.
- Efficient with computers and common software programs, including Excel, Outlook, and Word.
- Ability to maintain confidentiality and exercise appropriate judgment when handling customer and financial information.
- Organizational skills and ability to prioritize multiple accounting and customer service responsibilities.
- Good verbal and written communication skills.
- Ability to multi-task under time constraints and work effectively as part of a team.
- Strong ability to self-motivate while also following direction.
- Ability to apply accounting principles, City procedures, and general information to specific situations.
- Ability to recognize and respond appropriately to changes in circumstances or customer needs.
- Ability to follow written and verbal instructions and learn new procedures and systems.
- Any equivalent combination of education and experience.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills and abilities may be used to qualify for employment. A typical way to obtain knowledge, skills and abilities is described below.

- Customer service experience, preferably in a public-facing or financial services environment.
- Accounting, bookkeeping, or financial transaction experience preferred.
- Money handling or cash-handling experience.
- High school diploma or GED.

Physical and Perceptual Capabilities Required

The physical and perceptual capabilities described here are representative of those that an employee typically must possess to successfully perform the essential functions of the job.

- Bend, stoop and kneel
- Occasionally lift and carry objects
- Perform repetitive hand motions
- Perform repetitive motions with feet
- Repeatedly stand up and sit down
- Stand for long, uninterrupted periods

WORKING CONDITIONS

Work is typically performed under the following conditions.

- Indoor environments.
- Periodic moving back and forth between indoor and outdoor environments.
- Occasional light lifting.
- Bending, stooping, squatting, and twisting.
- Work without supervision or immediate assistance.

FLSA Statues : Non-Exempt

Classification : OE3

Grade: 5

Version: 08122026