



**DECEMBER 2014
FLSA: NON-EXEMPT**

ACCOUNTING ASSISTANT

DEFINITION

Under direct supervision, performs a variety of administrative account support duties including processing daily deposits, posting cash payments, serving as first line of contact with customers at the public counter; responding to customer service requests; issuing and processing payments for business licensing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the entry level classification in the Accounting Assistant series. Initially under close supervision, incumbents with general administrative experience perform work in general account support activities. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied, and are performed under more general supervision. Positions at this level usually perform most of the duties required of the positions at the journey-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs customer service counter duties including cashiering, processing payments, providing information and applications for City business matters.
- Processes new business licenses and associated payments.
- Assists customers, departments, and employees by providing answers and information regarding specific account information; and accounting procedures; and updates related files.
- Balances cash drawer; prepares bank deposits and related reports.
- Performs a variety of routine clerical duties including opening and routing mail and deliveries; preparing correspondence; filing and record keeping; duplicating and distributing various written materials; and ordering and keeping inventory of office supplies.
- May provide backup to other Administrative Services staff on an as-needed basis.
- Assists with special projects as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of responsible experience in financial/accounting record-keeping.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.