



## Hidden Valley Lake Community Services District

### Account Representative Job Status: Non-Exempt

This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

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#### **DEFINITION:**

Perform general office duties as they relate to customer service and account maintenance.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Accounting Supervisor.

#### **ESSENTIAL FUNCTIONS:** *(but are not limited to the following)*

- Serve as receptionist; interact directly with District customers: in person, by telephone, email, and letter in order to address customer inquiries, complaints, service requests or billing arrangements.
- Perform data entry functions; post, verify and reconcile various accounts; gather, sort, and research records as necessary to maintain the integrity of customer account ledgers.
- Process and verify billing for commercial and residential customers; process and prepare supplemental bills for mailing.
- Receive and process cash payments, count change, balance cash, and prepare bank deposits; manage and reconcile petty cash.
- Collect, sort, and distribute incoming and outgoing mail; operate a variety of standard and specialized office equipment; perform related general clerical work such as typing, filing, proofing, photocopying, and collating.
- Procure and maintain office supply inventory.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

*The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.*

- Works primarily in an office environment; will routinely be required to make bank deposits and other deliveries/pickups.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- This position relies heavily on speech, hearing, and vision. Communicates orally in group and one-to-one settings. Hearing within normal ranges with or without correction. Has the ability to hear well enough to receive information over the telephone, radio and in person. Vision within normal range with or without correction.
- May require occasional bending, stretching, stooping, reaching, twisting, and turning. This position works primarily in an office environment. Employees must be able to perform tasks requiring both sitting and standing for extended periods of time; may also require walking short to moderate distances.

- Must be able to lift, push or pull at least 25 pounds. Hand and finger dexterity sufficient to operate a computer, keyboards, and some hand tools. Attentiveness and concentration necessary to perform multiple tasks concurrently.

**QUALIFICATIONS:**

*The following are minimal qualifications necessary for entry into the classification.*

- A high School Diploma or equivalent is required.
- Incumbents must be familiar with general office procedure and possess basic office skills. (i.e., skills in word processing, spreadsheet, and database software.)

**Licenses/Certificates:**

A valid California driver's license and satisfactory driving record to maintain insurability is required.

**Other Duties**

Perform other related duties as required.