

ACCOUNT CLERK SUPERVISOR I

CLASSIFICATION DEFINITION

Under general supervision, an Account Clerk Supervisor I plans, directs, evaluates, and participates in the work of an office support unit responsible for account and statistical record-keeping activities in a manual or automated environment; establishes and maintains minor administrative records; and performs related work as required.

The Account Clerk Supervisor I is the first supervisory level in the Account Clerk series. The Account Clerk Supervisor I differs from the Account Clerk Supervisor II in that the latter is responsible for supervision of Account Clerk Supervisors and other lead workers in a complex, multi-level organizational structure.

TYPICAL DUTIES

- Plans, assigns, supervises, and reviews the work of a unit of employees performing fiscal and statistical record-keeping activities in a manual or automated environment.
- Selects, trains, evaluates, and disciplines subordinate staff.
- Determines need for staff training and oversight and provides appropriate training and direction.
- Schedules and monitors workload to ensure completion within established regulations, procedures, and timelines.
- Develops or revises work practices and procedures to insure efficiency and conformance with technical requirements and management direction.
- Arranges for additional staffing to meet established objectives.
- Holds individual or group meetings to explain or interpret rules, regulations and work procedures.
- Performs the more difficult and responsible duties assigned to the section, and relieves staff of assigned duties as needed.
- Handles difficult situations with the public and explain regulatory and procedural guidelines.
- Establishes and updates administrative records and summaries for sections supervised such as: budgetary, personnel and payroll records, inventory control, workload, workflow and production output and regulatory and procedural manuals.
- Operates and oversees the operation of automated systems, which require interpretation of requirements and assisting in the layout and formatting of fields, screens and reports utilized in database and spreadsheet software.
- May operate and oversee the production of fiscal and statistical reports through the automated systems.

- Locates discrepancies related to the compilation and recording of information and reconcile reports to control documents or offset balances.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Mathematics.
- Modern office practices, and department specific methods, procedures, policies and regulations.
- Programs, goals and purpose of the assigned department.
- English grammar, vocabulary, spelling and punctuation.
- Supervisory and staff development techniques and practices.
- Computer terminology, computer keyboard arrangement, and the use of automated systems in an office environment.
- Spreadsheet software.
- Grammar, vocabulary, spelling, punctuation and composition.

Ability to:

- Answer a variety of questions related to department programs, procedures and the application process.
- Exercise sound judgment when organizing, directing, and prioritizing unit activities.
- Select, train, supervise, evaluate, and discipline subordinate staff.
- Understand and apply regulatory, accounting practices and procedural guidelines to a variety of situations.
- Communicate the interpretation and application of complex regulations and procedures pertaining to the responsibilities of the unit.
- Provide verbal and written technical direction to others.
- Perform very complex account and statistical record keeping tasks involving independent judgment and initiative.
- Operate the departments automated system as it relates to the fiscal programs of the department.
- Enter data accurately into automated system.
- Establish and maintain effective working relationships.
- Follow written and oral directions and instructions.

MINIMUM QUALIFICATIONS (Education and/or Experience)

One (1) year of experience performing advanced journey level or lead worker office support work, involving the maintenance of fiscal and statistical records in an office environment.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.