100-100U

# POSITION DESCRIPTION

AGENCY/DEPT ID
DAS105740

| DIVISION OR INSTITUTION | UNIT OR OFFICE | COUNTY OF EMPLOYMENT |
|---|---|---|
| General Services Division | State Printing & Mail Services | Franklin |

POSITION NUMBER
20005574

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Account Clerk 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073296 Administrative Officer 1

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 09

Page 1 of 1

NORMAL WORKING HOURS (Explain unusual or rotating shift): **Part-time**
FROM: 7:30 a.m. TO: 4:30 p.m.

JOB CODE TITLE
Account Clerk 3

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|---|---|---|
| 50 | Maintains complex accounts in State Printing billing system using Avanti Program: researches data & consults with document delivery technician, program specialist & computer operator to capture correct production costs; provides oversight of Avanti entries (e.g., assures all relevant information for mainframe jobs has been entered in Avanti program, identifies & researches input errors, tracks print jobs); analyzes reports & provides technical advice to aid manager in decision making on account matters. | Knowledge of (1) job tracking & billing system (Avanti)*; (2) accounting practices & procedures; (3) DAS & State Printing's policies & procedures*; (4) marketing<br>Skill in (5) operation of a personal computer & related software (e.g., Microsoft Office Suite, Excel); (6) operation of calculator, telephone, copier & fax machine.<br>Ability to (7) carry out detailed but basic written or oral instructions; (8) understand & solve accounting problems; (9) apply principles to solve practical, everyday problems; (10) define problems, collect data, establish facts & draw valid conclusions; (11) count, do basic addition & subtraction; (12) read, comprehend & record figures accurately; (13) prepare meaningful, concise & accurate reports; (14) work alone on most tasks. |
| 20 | Provides customer service on accounts: conducts research & analysis on customer accounts; creates reports through Avanti system; resolves sensitive performance issues between vendor & customer; researches & responds to inquiries & complaints; furnishes information & explains programs to public; serves as liaison between mainframe & vendor. | Knowledge of 1*, 2, 3*, (15) public relations<br>Skill in 5<br>Ability to 8, 9, 10, 11, 12, 13, (16) handle sensitive inquiries from & contacts with state agencies, vendors & general public. |
| 30 | Performs variety of clerical functions associated with account clerk activities: places all paper & envelope orders for Mainframe & verifies price against current contract; retrieves & processes all form orders. | Knowledge of 1*, 3*<br>Skill in 5, 6<br>Ability to: 7, 9, 11, 12, 14<br><br>*developed after employment. |

JOB CODE
16513

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Randall Howard

DATE: 3·16·11

Appl 3/16/11 OL