

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS105780
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073320	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Account Clerk		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073296 Administrative Officer 1	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 09 Page 1 of 1
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30am TO: 4:00pm Report in location subject to change.			
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 technicians, program specialists & computer operators to capture correct production costs; provides oversight of Avanti entries (e.g., assures all relevant information for fulfillment & 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 Skill in (5) operation of a personal computer & related software (e.g., Microsoft Office Suite, Excel); (6) operation of calculator, telephone, copier & fax machine. 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 fulfillment, mainframe & vendor.	Knowledge of 1*, 2, 3*, (15) public relations Skill in 5 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 Fulfillment & Mainframe & verifies price against current contract; retrieves & processes all form orders; other duties as assigned.	Knowledge of 1*, 3* Skill in 5, 6 Ability to: 7, 9, 11, 12, 14 *developed after employment.		
JOB CODE TITLE Account Clerk 3	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
JOB CODE 16513			DATE 3.4.11	

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