POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105000

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

POSITION NUMBER
20073320

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Account Clerk	See Table of Organization

☒ 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):
FROM: 7:30am TO: 4:00pm Report in location subject to change.

JOB CODE TITLE
Account Clerk 3

JOB CODE
16513

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.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Chris Schlafer	12/5/14

Upd 12.5.14 (c)