MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 10/27/08	CLASS TITLE: CUSTOMER ACCOUNT ASSISTANT	CODE: 16514
	MAJOR AGENCIES: B C C (VARIOUS)	PAGE 1 OF 1

CLASS CONCEPT: Customer account/contact/service occupation requiring considerable knowledge of accounting support systems/procedures, customer assistance and relations, and problem resolution related to auditing, collecting, balancing, recording, and depositing payments from internet auction activities; responds to customer questions or complaints received via telephone, computer or in person. Performs material and substantial duties of classification more than 50% of the time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Verify, process and audit internet auction payments; answer questions and handle customer complaints; download, verify and correct database information as required; reconcile reports; process pay ins and verify money; receive telephone calls and respond to inquiries and complaints; greet customers; use software applications to perform job functions.	Knowledge of: 2(bookkeeping), 4(accounting), 11a(public relations), 13a(office practices and procedures), 13b(agency policies and procedures)* 22(electronic data processing –personal computer systems); Skill in: 25b(word processing-Microsoft Office and Excel); 29(equipment operations-modern office equipment, advanced software knowledge to enhance productivity and meet needs of complex formats for creating spreadsheets and reports and data entry); Ability to: 30h (apply principles too solve practical everyday problems), 30i(deal with variety of variables in somewhat unfamiliar context), 30l (define problems, collect data, establish facts and draw valid conclusions), 30r(deal with many variables and determine specific action –assess questions and provide appropriate information or referral), 31e (calculate fractions, decimals and percentages), 32e(read short sentences with base, concrete vocabulary), 32l(maintain accurate records), 32r(prepare meaningful, concise and accurate records), 32s(proofread technical materials, recognize errors and make corrections), 33e(gather, collate and classify information about data, people or things), 34c(cooperate with co-workers on group projects), 34d(answer routine telephone inquiries from public), 34i(resolve complaints from angry citizens-communicate effectively in written and oral form), 35e(demonstrate dexterity in hands – to perform manual functions repeatedly).
2	Audit, analyze and process internal service funds, reports, invoices, vouchers and other related materials; prepares vouchers, invoices and remittances for receipt and disbursement of funds (e.g. verifies mathematical accuracy, quantity of goods purchased and received, purchase price, applicable discounts and freight charges); reconciles discrepancies, verifies appropriation sources; matches invoices to purchase orders; gathers and compiles data for financial reports; prepares weekly, monthly, quarterly and/or annual reports on accounts maintained; provides collection activity on past due accounts.	
3	Provide training to new employees; back up department as needed; performs general clerical tasks (i.e.: process checks; copying; filing; mail distribution; faxing); special projects as needed.	
	Performs Related Duties As Required)	(*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any)	TRAINING & DEVELOPMENT:
	Equivalent to high school diploma and 2 yrs. experience maintaining complex financial records and/or bookkeeping utilizing calculator and computerized accounting/financial systems; **- OR alternative, equivalent evidence of the Minimum Class Requirements.** (Other Evidences May Be Substituted)	