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# Example of Account Clerk Job Description

Our growing company is hiring for an account clerk. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for account clerk

* Negotiate and establish installment payment plans
* Track customer complaints and disputes to ensure issues have been resolved
* Coordinate or conduct telephone calls and send letters to debtors to effect collection of delinquent accounts
* Coordinate with Financial Aid and Registration offices to refer students who have disputes and follow up until resolved
* Act as backup to other collection clerk
* Responds to routine Payroll questions
* Reviews and enters receipt dates of W4 forms in the HRIS system
* Forwards accurately completed W4 and direct deposit forms to the Central Payroll Bureau
* Returns incomplete or inaccurate forms to department
* Receives and forwards pay advance requests and check stop payment/reissue requests to appropriate recipient

## Qualifications for account clerk

* Good knowledge of DDA, SRF, OARS, BESS,BVI, STORQM, ITRACS, On-Demand, IRIS
* Good knowledge of PCs, Excel and Microsoft software
* High level of motivation, initiative, creativity, and professionalism
* Ability to effectively balance interruptions and multiple / varied tasks, handle confidential information with discretion
* Must be creative, thorough, and professional
* Knowledge of general office machines (photo copier, fax machines, microfiche ) preferred