Accountant 1 - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:
- Has knowledge of organization policies and procedures, particularly regarding checking accounts.
- Keeps service manual current, and can score at least 90% on a test on services.
- Knows how to do all parts of the basic bookkeeper job
- Has knowledge of Visa clerk job, including all back-up performed for card services, such as assembling new card kits, entering clearinghouse, filing and labelling check cards, deleting card files, changing addresses
- Knows where various department information is kept, and how to obtain it for problem solving
- Understands all department procedures

QUALITY OF WORK:
- Does all work thoroughly and completely, to the extent they have been trained on the job
- Meets quality standards for Visa clerk job
- Performs with minimum errors
- Is flexible, and adjusts easily to change
- Strives to improve performance on the job at hand

QUANTITY OF WORK:
- Completes all parts of the 3rd bookkeeper job in one working day
- Meets quantity requirements for Visa clerk
- Meets quantity requirements of Customer Service Representatives, pertaining to phones
- Completes assigned tasks in time allotted

ORAL COMMUNICATION:
- Accurately explains problems or situations to others, using language and terms they will understand
- Communicates with supervisor and those being covered for, to pass on problems, in-process work, or help needed
- Doesn't use slang or technical terms when speaking to customers
- Keeps personal oral communications to a minimum
- Has a good, clear speaking voice; is pleasant and professional
- Is a good listener; listens patiently to determine what a customer or co-worker is really saying to them

WRITTEN COMMUNICATION:
- Knows how to write a proper business letter
- Uses correct grammar, spelling and punctuation
- Gives all pertinent information when explaining a situation or problem in a letter or memo
- Signs all letters, when appropriate
- Always provides clear, readable documentation, especially projects which might be done on a regularly recurring basis