

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Account Clerk 1**  
**Office of Information Technology**  
**Regular Full-Time Position**  
**Position Number 592010**

**General Description**

The Account Clerk 1 is under general supervision of the Telecommunications Manager and performs accounting for the department, working particularly in the areas of telecommunications and information services.

**Primary Duties and Responsibilities**

- Input and maintain all telephone records, billing identifiers, long distance access codes and department information in the call accounting system; assign and maintain confidential forced account code records; synchronize phone switch database.
- Prepare phone bills for faculty, staff, students and vendors. Run summary reports; insure reports agree with billing totals; run unbilled call report and track unbilled calls, run Banner reports to a file for Business Office; prepare bills for distribution.
- Purge duplicate records.
- Compare long distance call records with long distance bill from vendor to insure no long distance calls are going out unbilled.
- Enter and maintain asset inventory records and cable management records.
- Issue credit cards for telephone services; enter data into computer.
- Prepare telephone bills for students and telephone charges for the departments; enter data into computer.
- Prepare bills for resale of telephone services to companies working on campus.
- Answer the University Switchboard as required.
- Responsible for logging and tracking telephone trouble reports.
- Prepare corrections for the Clarksville telephone directory; order and dispense the directories to the departments.
- Input and maintain the administrative side of the user's voicemail boxes; assign and add user mailboxes at the beginning of each semester; purge student mailboxes at the end of each semester.
- Set up custom mailboxes for departments and organizations.
- Assist users with setup and usage of the boxes.
- Conduct periodic training sessions with new employees and students on voicemail usage.
- Maintain on line directory of all faculty, staff, administrators and departments on campus.
- Work with departments and outside contractors on special set ups and conference calls.
- Perform other job-related duties as assigned.

**Essential Functions**

- Ability to efficiently operate console, personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.

### **Essential Functions continued**

- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to train employees in the use of voicemail.
- Ability to make mathematical computations and tabulations accurately.
- Ability to prepare and maintain accurate records and reports.

### **Required Minimum Qualifications**

- High school graduate or equivalent
- Computer proficiency.
- Two years of office/accounting experience.
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Experience in the field of telecommunications (PBX operation, Voice Mail administration, telephone billing, telephone cable management, etc.) and accounts payable.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**