



Accounting/Customer Service Representative

Purpose of the role:

Under general supervision, performs a wide range of duties in support of various accounting functions and performs a variety of customer service functions; provides information, researches problems, performs billing and collections, receives payments and issues licenses and permits; performs complex and responsible accounting support in the reconciling of daily cash entries for the City and all related cash entries to the general ledger; monitors, prepares, processes, maintains and verifies financial and accounting documents and records; performs cashing duties; and performs related duties as required.

Distinguishing Characteristics:

The Accounting/Customer Service Representative class performs a wide variety of accounting support duties and customer service functions. This class is used broadly within the Finance Department. Incumbents are assigned specific day-to-day responsibilities but participate in cross-functional training in order to maximize flexibility in assigning work to meet changing priorities. Duties require a sound knowledge of the City's purchasing and accounts receivable/payable procedures. This class is distinguished from the Senior Accounting/Customer Service Representative level in that the latter functions as a lead worker and assumes responsibility for the more difficult and/or sensitive customer service problems. It is further distinguished from the Customer Service Representative class in that the latter is primarily responsible for customer service functions related to planning and permit processing activities. With respect to accounting support functions, it is distinguished from the Accounting Specialist class in that the latter class performs duties that require a more detailed understanding of the City's budgeting and financial accounting system and the preparation of records and reports related to a broad range of financial transactions.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Prepares, codes and processes pay requests for purchase orders, City utility bills and other accounts payable; matches pay requests with purchase orders; requests departments to process change orders in accordance with required procedures; checks pay requests for accuracy; verifies account codes and project numbers; data enters pay requests into the financial accounting system.
- Prepares and processes routine journal entries and performs check and balance for Departmental accounting reports and submissions such as purchase orders and billing reports; generates edit reports to verify data entry accuracy.

- Verifies cash receipts and bank deposits; verifies daily bank statements of deposits against records of daily cash transactions; reconciles records of utility payments to the general ledger; performs cashiering duties on a relief basis.
- Prepares water and waste water utility accounts to generate billings; data enters on/off applications and adjustments; reviews tentative billings to identify errors or problems; conducts research to resolve problems; makes adjustments, performs edits and issues corrected billings; takes and processes applications to activate new or terminate services; receives and receipts payments.
- Answers correspondence and questions by telephone and in person about utility billing; conducts research to answer customer inquiries; works with customers to establish payment agreements to avoid shut-off, and arrange reconnections of service; works with customers to develop delinquent payment plan; follows up on delinquent accounts to secure payment; checks inactive accounts for unpaid balances; files actions or liens on delinquent accounts; issues demands and releases on liens.
- Explains the City's business license requirements to customers by telephone and in person; assists customers in completing applications in person and by mail; determines fees, accepts and balances payments and issues license receipts; enters applications, renewals and payments; prints and mails licenses; generates periodic license registers.
- Processes new business tax applications and renewal payments received by mail or fax; researches business tax refund requests and misapplied payments; prepares associated paperwork and correspondence.
- Explains the City's parking citation policy; accepts payments; researches citations and assists customers in contesting citations.
- Performs routine cashiering duties; enters transactions into computer; balances transactions and prepares bank deposits; assigns project numbers.
- Issues, receives and reviews applications for the City's housing assistance program; responds to questions; verifies income; administers the annual re-registration process.
- Verifies documentation, determines fees, collects payments, maintains records and issues animal licenses.
- Conducts research on returned mail; data enters address and name changes; re-mails billings and correspondence.
- Administers facets of assigned programs including parking, DUI, Golf Cards, Dial-a-Ride Cards, Transient Occupancy Taxes, Facilities Rental, and Collection Processing programs; accepts payments; responds to questions regarding programs; enters information into computer system; prints reports as necessary.

- Provides departmental administrative support services, including answering and referring telephone calls, typing correspondence and other documents and opening and distributing mail; creates and maintains a variety of logs and other records.
- Participates in records management functions; creates and maintains filing systems; prepares various records for destruction according to records retention schedule.
- Maintains a departmental petty cash fund; processes requests for replenishment.
- Provides backup support within assigned area, which may include switchboard and reception functions.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- City procedures and practices governing cash receipting, purchasing, accounts payable processing and related financial transactions
- Methods, practices, documents and terminology used in financial record keeping.
- Bookkeeping methods and basic accounting principles and procedures.
- Methods and techniques of customer service .
- City organization, ordinances, rules, policies, procedures.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar, and punctuation.
- Mathematical principles.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and procedures of record keeping and filing.
- Basic data processing, bookkeeping and record keeping practices and procedures.
- Pertinent federal, state, and local laws, codes, and regulations relating to assigned area.

***Desired
Minimum
Qualifications:***

Ability to:

- Perform a variety of clerical accounting functions supporting the assigned area of responsibility including accounts payable, accounts receivable and cash receipting.
- Read and interpret complex data and information.
- Use math and mathematical reasoning.
- Analyze and solve problems.
- Observe and interpret situations.
- Learn and apply new information.
- Tactfully and effectively, handle sensitive customer relations

situations and defuse situations that are highly emotional and volatile.

- Use tact, discretion, patience and understanding in dealing with customers and the public.
- Quickly, efficiently and calmly handle a high volume of customer interactions by telephone and in person.
- Interpret, explain and apply complex City and state laws and regulations related to area of assignment.
- Reach sound decisions in accordance with laws, regulations, rules and policies.
- Maintain sensitive and confidential information.
- Prepare clear, accurate and concise records, reports and basic correspondence.
- Make calculations and tabulations and review fiscal and related documents accurately and rapidly.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Understand and carry out written and oral instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer Focused
- Flexible/Adaptable
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade.

***Education and
Experience
Guidelines:***

Experience:

Two years of experience performing financial or statistical record keeping or cashiering duties, and customer service experience.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of

**Physical and
Environmental
Conditions:**

time; perform duties requiring grasping, repetitive hand movement, and fine coordination; operate office equipment; and communicate verbally in person and by phone. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff and the general public; work with frequent interruptions, intense and changing deadlines, and potentially hostile situations.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03
Date Revised: