

CITY OF LATHROP

SENIOR ACCOUNTING TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are 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 qualifications of incumbents within the position.*

DEFINITION:

Under General Supervision, performs a variety of supervisory responsibilities overseeing support staff of the department; leads, oversees, and participates in the more complex and difficult work of staff responsible for customer service, utility billing, licensing, accounts payable, accounts receivable, general accounting and cashiering duties in support of area to which assigned; prepares bills and maintains receivable controls for municipal services; responds to more difficult requests for information and provides assistance to customers, contractors, the general public, and other City staff and departments; performs a wide variety of data entry, billing and public contact work in support of the assigned customer service function; maintains files and records, participates in the preparation of reports; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Senior Accounting Technician** is the Journey Level classification responsible for the supervision of lower level clerical staff. Incumbents perform a full range of office and administrative support duties, including participating and overseeing the work of staff responsible for performing customer service, utility billing, accounts payable, accounts receivable, general accounting, licensing and cashiering duties. This classification is distinguished from the next higher classification of Executive Assistant in that the latter is a professional level class responsible for the more complex and difficult technical duties within the Department.

SUPERVISION EXERCISED/RECEIVED:

Receives general supervision from the Executive Assistant. Exercises technical and functional supervision over lower level staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Leads, plans, trains, and reviews the work of staff performing a variety of responsible customer service, utility billing, accounts payable, accounts receivable, general accounting, licensing, and cashiering duties in support of area to which assigned; participates in perform the most complex work of the unit.
- Trains assigned employees in their areas of work including customer service, utility billing, accounts payable, accounts receivable, collections, cashiering and payment processing methods, procedures and techniques.
- Performs the full range of Accounting Technician duties; performs the more difficult and complex work of the unit.
- Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.

- Prepares, reviews, and maintains a variety of financial and statistical records involving general accounting, cashiering, accounts receivable, accounts payable, business licenses and utility billing; provides customer services in person and by telephone; may perform general office support duties, including typing, record keeping and creation of forms; provides information to the public and City staff requiring the use of judgment and the interpretation of a variety of policies, rules and procedures.
- Prepares and processes all utility billings; makes adjustments on billing records to ensure compliance with local City codes; performs cut offs of non-paying customers; updates the utility billing database system daily.
- Issues delinquent notices and Red Tags; sends accounts to collections or small claims; makes court appearances as necessary; informs Code Enforcement of non-paying customers; resolves customer complaints.
- Updates and maintains metering equipment, some of which is read by satellite, others manually; establishes meter routes; audits meter readings; recommends re-reads; coordinates with other departments on the installation of meters; issues work orders to install and fix meters.
- Receives payments and issues receipts; performs data entry and posts receipts to various City accounts and funds; operates cash register; prepares accounts receivable billings and reconciliation; verifies incoming revenue from various City departments and other agencies.
- Assists the front counter staff with the public, answering questions and processing requests; responding to inquiries from employees, customers and others; refers the public, when necessary, to appropriate persons.
- Reconciles invoices and related documentation and prepares accounts payable for payment; inputs expenditure activity into the automated financial system; prepares and distributes forms; answers questions from departments and vendors regarding payment status for invoices.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities and skills necessary for a **Senior Accounting Technician**. A typical way of obtaining the required qualifications is to possess the equivalent of three years of progressively responsible customer service, administrative, analytical and technical experience equivalent to that of an Accounting Technician with the City of Lathrop. An Associates of Arts degree in business administration, public administration, accounting or a related field is highly desirable and may be substituted for one year of the required experience.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Standard office and administrative policies and procedures; principals, procedures, and methods used in the performance of customer service and clerical accounting duties; principles of lead supervision and training; modern principles and practices of financial record keeping, report writing, bookkeeping and basic governmental accounting, including accounts receivable, accounts payable, cashiering and utility billing; computer operations and databases; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Understand the organization and operation of the City and outside agencies as necessary to assume assigned responsibilities; lead, organize and review the work of staff; independently perform the most difficult customer services, clerical accounting, and office support duties and activities in support of assigned function; prepare, maintain and reconcile various financial, accounting and statistical records; keep accurate records; perform the City's utility billing and related functions; perform cashiering duties accurately; respond to questions from the public and City personnel regarding policies and procedures for assigned areas; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing, spreadsheet and software applications, including billing and financial systems.