

**ADMINISTRATIVE SERVICES DEPARTMENT
FINANCE DIVISION
SUPERVISING ACCOUNTING ASSISTANT**

GENERAL DUTIES: Under general supervision of the Revenue Officer, supervise clerical accounting functions in relation to utility billing and collection, business licenses, and accounts receivable. Directly perform clerical accounting duties in support of these functions.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervise clerical accounting functions in connection with utility billing and collection, business licenses and accounts receivable. Also provide supervision to one water maintenance worker assigned to finance. This includes: the assignment and prioritizing work; approval of time off; preparation of employee evaluations; coordination of employee training; leading staff and team meetings to improve efficiency and customer service; and effective input on personnel matters such as employment, promotion and discipline.
2. Provide customer service oversight and supervision for all assigned functions.
3. Provide for the operation of the business license system to conform to City and State requirements.

4. Approve forms and maintain inventory for all assigned functions.
5. Coordinate the research and resolution of system problems for all revenue modules and coordinate upgrades and changes to all revenue modules.
6. Perform accounts receivable reconciliation for all revenue modules.
7. Perform cash reconciliation for all revenue modules.
8. Research and answer questions relating to cash receipts and billing questions in the general ledger.
9. Coordinate graffiti billing and collection.
10. Conduct, or assist with, special projects and studies as delegated by Revenue Officer or Finance Director.
11. Operate personal computers, cash register and a variety of other office equipment.
12. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Customer service techniques.
2. Interpersonal and communication.
3. Word processing and spreadsheet software.
4. Report and letter writing.

KNOWLEDGE: Knowledge of:

1. Supervisory and office management principles.
2. General accounting theory and practices, and of utility billing operations.
3. Business mathematics, correct English usage, grammar, spelling and punctuation.

ABILITIES: Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.

3. Establish and maintain record keeping and filing systems.
4. Complete complex assignments with minimal supervision.
4. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
6. Prepare accurate reports and communicate effectively in writing and verbally.
7. Utilize personal computer software applications and other automated financial programs; keyboard at an acceptable level of speed and accuracy.
8. Participate in training programs.
9. Supervise assigned staff.
10. Work extended or irregular hours.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office environments include the following:

1. Computer, keyboard, monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator or 10-key adding machine
6. Facsimile machine
7. Typewriter
8. Postage meter and scale
9. Optical character reader
10. Lettering machine
11. Binding machine
12. Two-way radio
13. Polaroid or digital camera
14. Specialized computer software
15. Automobile
16. Water meter scanner
17. Letter opening machine
18. Stuffer/folder machine
19. Paper shredder and cutter

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities, which include handling files, books, binders, paper and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time while working at a computer or attending meetings.
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling, boxes of mail or work-related documents, up to 100 lbs. with a handcart or dolly.
10. Lifting, up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, camera, radio, automobile, etc.:

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 90% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios, shredder, folding machine or typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical conditions, when traveling to the bank, meetings, or training, less than 5% of the time.
2. Travel: Under varying conditions via automobile, less than 5% of the time.
3. Flooring: Low level carpeting, linoleum, tile, wood, cement, asphalt, uneven surfaces, etc.
4. Noise Level: Low levels, while traveling and attending meetings or training.

5. Lighting: Normal outdoor conditions, with chance exposure to extreme weather conditions.
6. Ventilation: Provided by central heating and air conditioning and by vehicle.
7. Dust or Fumes: Normal, outdoor levels associated with dust, pollen, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter. Also, when utilizing a vehicle, there is some potential exposure to mechanical hazards.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. High school gradation or GED.
2. Six (6) years of increasingly responsible clerical accounting work experience that includes at least two (2) years of lead or supervisory experience. Direct experience with utility billing and/or collections is desirable.
3. Additional related college education can substitute for up to two years of the required experience with 30 semester units of related coursework equaling one year of experience.
4. Keyboarding at the rate of 25 net words per minute and proficient in 10-key by touch.
5. Must be willing to work extended or irregular work hours as needed.
6. Pass a post-offer medical examination, which includes a drug test.
7. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicles.
8. Pass a Department of Justice criminal record check for employment.
9. Prefer non-tobacco user.

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