



JOB DESCRIPTION

TITLE: FINANCE TECHNICIAN I
STATUS: Union/FLSA Non-Exempt
GRADE: 9

JOB SUMMARY:

Incumbents in this entry level position are generally assigned to one function area of the Finance Department including customer service, utility billing, and performing cashier work on a rotational basis. This position performs all essential duties as described in this description or any other duties as required or assigned.

REPORTING RELATIONSHIPS:

This position reports to the Utility Billing Supervisor. This position does not supervise other positions.

ESSENTIAL DUTIES for each functional area assignment include the following in addition to all other duties as required or assigned.

Customer Service:

- Provides service on the phone and at the front counter regarding customer accounts;
- Perform research on customer accounts, payments and other inquiries as needed.
- Accept and process payments received from customers and through the night depository and prepare daily deposit for bank and processing;
- Manage escrow inquiries, final bills and setting up new accounts;
- Responds to written customer inquiries;
- Processes and tracks permits and applications related to side sewers, meters, and water use; and
- Create service orders in order to check for water leaks, lock and unlock meters, verify meter readings, and other service requests and follow-ups.

Utility Billing:

- Performs all tasks related to customer billing including setting up payment arrangements, establishing and entering new accounts, receiving payments, processing final bills, preparing adjustments and refunds, tracking delinquent payments and collections, initiating shutoffs, and processing weekly cycle billings;
- Balances daily payments; prepares bank deposits and batches and downloads payments from payment processing centers for posting to customer accounts;
- Compiles, reviews, and edits a variety of reports related to water/sewer billing and meters; and
- Works with other agencies to compile a variety of reports;

Cashier:

- Responsible for being the District's first point of contact at the front counter and on the telephone performing all related customer service tasks such as responding to inquiries and

complaints, providing general information, and routing customers to the appropriate District staff;

- Performs various billing functions such as receiving payments, setting up payment arrangements, and establishing new accounts;
- Verifies and processes applications, payments, invoices, final bills, refunds, billing adjustments, data entry for account adjustments, and other related items;
- Opens, sorts and distributes incoming mail; assists in mailing of outgoing correspondence and bills; and
- Balance cash drawer daily and reconcile to payments;

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer service techniques and telephone etiquette;
- Grammar, spelling, punctuation, and business communications;
- Collection practices, basic mathematics, and bookkeeping;
- Accounting fundamentals and practices;

Skill in:

- Performing a variety of calculations and paying attention to detail and accuracy;
- Computers and related accounting software applications, other office equipment such as phones, copiers, inserter, postage, meter, and fax machines;
- Reviewing, researching, verifying and reconciling accounting information;
- Operating a ten-key calculator by touch;
- Maintaining confidentiality;
- Maintaining attention to timelines, detail and accuracy;
- Work independently and in a team environment;
- Consistently applying accounting policies, practices and procedures; and
- Communication both written and oral and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be at least one year of related experience and a High School Diploma or General Equivalency Diploma (GED). One year of college accounting or vocational training is preferred.

WORKING CONDITIONS:

Duties are performed in an office environment.

PHYSICAL REQUIREMENTS:

This job typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human

body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Proposed: February 7, 2013