



Position Description

ACCOUNTING & CUSTOMER SERVICE REPRESENTATIVE III

DEFINITION

This position performs responsible paraprofessional accounting, administrative and technical duties for City accounting functions in the areas of internal audit and controls, financial analysis, budget preparation, fixed assets, revenue collections, capital and special projects, purchasing, and other related accounting work as required. For market reference purposes, this position is comparable to a Senior Account Clerk.

SUPERVISION RECEIVED

Depending on assignment, work is performed independently or under general supervision of Assistant Finance Director or Cable Business Manager.

SUPERVISION EXERCISED

May exercise technical and functional supervision over assigned customer service representatives, part-time or temporary staff.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level of the accounting clerical/customer service class. This position requires significant analytical, administrative and technical skills to perform financial analysis and to provide support to senior staff members; it requires specialized experience to apply a knowledge of established accounting procedures and techniques to assist in the maintenance of accounting and financial systems. This position is designated as a Fair Labor Standards Act (FLSA) non-exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Provide and maintain excellent customer service relating to assigned departmental responsibilities; respond to inquiries on the telephone and in person; research account status, billings, collections, adjustments, product information; explain departmental and City procedures and policies; assist customers/vendors with information about available City services.

Oversee and audit all expenditures for correctness of invoices, budgetary codes and limits, possible discounts, appropriate authorization of funds/transfers; disbursements for funds.

Support senior staff with clerical, technical, and administrative office functions within the assigned department.

Verify, code, process cash receipts, issue receipts, prepare bank deposits, reconcile with bank and subsidiary records, and maintain and reconcile petty cash.

May examine purchase requisitions for correct budgetary codes and limits. May be required to prepare purchase requisitions and/or purchase orders and support documents.

May work directly with customers to resolve billing or account disputes, prorate accounts, make adjustments to accounts, issue credits, and complete service requests.

May be assigned to budget tracking and inventory monitoring duties.

May perform necessary investigation and analysis of all disbursements for capital projects, equipment purchases and fixed assets to determine capitalizable and expendable items.

May set up data base in personal computer for classification worksheets used by auditors, and as a basis to prepare financial reports.

May monitor transactions from Equipment Reserve Fund(s); enter new equipment with replacement date, cost, and annual reserve amount.

May prepare journal entries to: correct errors and update various subsidiary and control accounts, allocate interdepartmental charges, enter revenue and expenditure accruals and late payables, and assist with closing entries for the fiscal year.

Support senior staff with complex accounting projects; research payments, contracts, agreements, and leases.

May prepare and maintain payroll functions; process payroll including taxes, deductions and fringe benefits; perform quarterly and year end payroll functions; answer questions regarding benefits and deductions related to labor contract provisions and other documents governing pay and benefits.

Duties which are specific to the Finance Department:

Issue purchase orders, enter encumbrances in computer, monitor payments, liquidations, and generate encumbrance reports. May monitor all outlays for fixed assets; analyze expenditures of completed capital projects including previous years'

activities; classify and summarize cost totals by fund, department and project. Prepare data for journal entries to update the fixed asset sub-ledgers. Monitor transactions in the utility billing, business tax, and cashiering software systems, and coordinate improvements with senior staff and database administrator. Perform necessary investigation and analysis of month-end reporting to the general ledger related to the City's utility enterprises. Provide technical support for all departments in the development of budget and related documentation; review for accuracy, completeness of supporting documents and proper business correspondence and report writing; edit, modify formats, commentaries, descriptions and schedules; audit numbers to assure consistency and accuracy; proofs, compiles and prints budget document to print-ready form. Encumber carry-over capital project and other designated fund balances into next fiscal year and liquidate appropriate outstanding contracts and purchase orders; total all encumbrances by fund and account, and work directly with programmer to assure correct figures are transferred to new budget. Participate in bidding process by working with all departments assuring proper procedures are followed; provide information to vendors regarding bids; open bids at required time, record bid responses. Examine Council Minutes for awards of contracts to encumber required funds.

Duties which are specific to Cable Television Department:

Perform initial startup, upgrades and downgrades, and provide customer education regarding all broadband services including cable television, Internet, and phone services. Make recommendations to customers and sell service products according to customer needs while considering features, accessories, upgrades, and rate plans. Interface with individual customers to identify and/or correct problems involving email and network configuration, identification and resolution of connectivity issues; administer and utilize testing procedures to evaluate and isolate individual and or network problems. Determine and help direct customers toward resolution of problems outside of CATV network (specific software and hardware issues). Use troubleshooting techniques to determine resolution of Digital Cable TV, Pay-Per-View, Video on Demand or other related video services. Schedule service calls for technicians and interface with service personnel in the field. Use electronic billing system to activate customer equipment including digital converters, interdiction taps, and service packages. Use digital phone software and Internet software to troubleshoot or create accounts.

May issue requests for checks for refunds to customers, maintain ledger of customer deposits/refunds and reconcile bank account. Tracks and maintains record of CATV departmental budget activity.

PERIPHERAL DUTIES

Purchase general office supplies, compare prices, and track inventory.

Answer inquiries from public, vendor and employees regarding purchase orders, bids, payments, invoices, service billings and other accounting documents.

May serve on citywide employee committees.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods, practice and terminology used in municipal accounting; principles and practices of customer services work; basic business data processing principles and the use of word processing, financial software, and computer equipment; business arithmetic as applied to accounting and auditing office support functions; principles and practices of business correspondence and report writing; financial record keeping and bookkeeping practices and procedures; office practices and procedures, including filing and the operation of standard office equipment.

Ability to:

Read, comprehend and interpret laws and regulations regarding governmental fiscal operations; analyze and interpret financial and accounting records and develop effective course of action; interact and interface with computer software and hardware vendors and/or technical support staff relating to effective operation of computer technologies; learn and effectively use accounting systems to store and retrieve data; examine, verify and prepare financial information; prepare clear and concise reports; recommend improvements in operations, procedures, or methods; work effectively, through tact and diplomacy, with those contacted in the course of work; communicate clearly and concisely, both orally, over the phone, and in writing; Sell, explain, and market CATV products and services in the CATV Department; supervise subordinate employees effectively if so assigned.

Type, enter data on a 10-key calculator and computer terminal with high degree of accuracy; respond capably, politely and courteously to citizen inquiries and complaints; work effectively with employees and the public; plan and organize work to meet deadlines; analyze, prepare and maintain ledgers, journals and reports with accuracy; read and comprehend laws and regulations regarding governmental fiscal operations; and carry out general instructions.

EDUCATION AND EXPERIENCE

Graduation from high school or equivalent, and possession of an Associate of Arts degree from an accredited college or equivalent with course work in accounting or closely related field, and three (3) years as Accounting & Customer Services Representative II or five (5) years in a governmental or commercial accounting office environment with increasingly responsible experience in accounting and bookkeeping duties including one year using computer spreadsheet and word processing applications.

Additional years of experience may be substituted for the education requirement on a year-for-year basis.

For the CATV Department, additional customer service and retail sales experience are highly desirable.

TOOLS AND EQUIPMENT USED

Personal computer, central accounting mainframe, cable television mainframe, telephone, 10-key calculator, fax, copy machine, typewriter, printers, postal meters, and motor vehicle.

SPECIAL REQUIREMENT

Possession of and ability to maintain a valid California driver's license.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit, stand, talk, and hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting, but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies and other locations away from the office.

The noise level in the work environment is usually quiet, but can be moderately noisy. Work environment requires working in a public setting and interacting with members of the public.

SELECTION GUIDELINES

Formal application; rating of education and experience; oral interview and reference check; and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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