



## SENIOR ACCOUNT TECHNICIAN

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under supervision, this position performs a variety of specialized, technical, and complex clerical accounting work. The Senior Account Technician is responsible for tasks involved in accounts payable and accounts receivable, utility billing, business license issuance, and trust accounts; and performs a variety of other complex tasks relative to assigned area of responsibility.

### **Classification Characteristics:**

This is the advanced journey level position in the Account Technician series. Positions at this level are distinguished from the Account Technician II by the level of responsibility assumed and the complexity of duties assigned. Senior Account Technicians are responsible for varied and complex segments of the accounting or record keeping system. This classification may exercise functional supervision over lower level staff and receives general supervision.

### **Essential Functions:**

- Posts, adjusts, and reconciles internal accounts, including accounts payable and accounts receivable, and balances to centralized accounting records; uses judgment in balancing and reconciling differences within the record keeping system, resolving most problems without assistance.
- Prepares utility billings by transferring records/accounts from one system to another; prints exception reports; checks, reviews, and corrects accounts; calculates bills and runs verification report; compares and reviews accounts receivable summary and posts journal entries; updates billing messages, prints, bursts, reviews, sorts, and mails utility bills; analyzes and reconciles customer accounts; calculates and processes adjustments; and assists customers with billing questions and handles the most difficult customer relations matters.
- Prepares and maintains various trust deposit account reports and sub reports utilizing data from various systems; ensures that all information is consistent in all systems and file folders; researches, resolves, and responds to questions or concerns regarding accounts; prepares and distributes project budget request forms; prepares and distributes project budgets; monitors deposit requests, receives and deposits checks to trust account; maintains trust deposit account database; and researches discrepancies and reconciles accounts.
- Assists the public in applying for business licenses; processes applications, payments and renewals; mails renewal and application notices; locate unlicensed businesses and provide information regarding local regulations and ordinances; disseminate accurate information to the public and business owners regarding licensing requirements and processes; and maintain business license database.

- Provides information to other department or the public which require judgment and interpretation of policies, procedures, and regulations; searches for and abstracts technical data, and provides detailed explanations of policies and procedures.
- May assist with payroll process or other financial duties.
- Prepares statistical reports, correspondence, and related documents according to prescribed format; operates a variety of office equipment as required.

**Qualifications:**

Knowledge of:

- Generally accepted accounting principles, practices, and techniques.
- Basic principles and practices of governmental accounting and auditing.
- Principles and practices of accounting.
- Principles of financial administration including the budget process.
- Operations, services, and activities related to water billing and customer service.
- Methods and procedures used in business license administration.
- Pertinent Federal, State, and local laws, codes and regulations.
- Basic mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Principles of record keeping and reporting.
- Modern office procedures, methods, and computer equipment.

Ability to:

- Understand and follow verbal and written directions.
- Work independently.
- Plan and organize work.
- Maintain a variety of financial records and files.
- Perform varied clerical accounting tasks.
- Accurately tabulate, record, and balance assigned transactions.
- Correctly interpret and apply the policies and procedures of the function to which assigned.
- Operate a cash register, calculator, computer terminal, and other office equipment.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Respond to questions and requests for information.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Two years of increasingly responsible clerical accounting experience.

Training:

Equivalent to completion of the twelfth grade supplemented by coursework in basic accounting, bookkeeping or finance.

**Working Conditions:**

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for account entries, memos, letters, invoices, and computer reports. Lift and carry files and documents weighing up to 25 pounds.