CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Finance Representative** **UNION:1937**
SG:107
CS:E/P
CLASS TITLE: **Accounting Assistant II** **FLSA:Y**
EEO4CODE:AS

DEPARTMENT: **FINANCE**

JOB SUMMARY:

Performs skilled financial services support and provides detailed customer service for internal and external customers of the Finance Department. Maintains service and account records in the City's billing systems and prepares customer billings. Posts payments, billings, credits debits, adjustments and finance charges for customer accounts; performs database management and tracking and complex data entry. Identifies and resolves errors and discrepancies. Prepares financial information and performs reconciliations and analysis.

SUPERVISORY RELATIONSHIPS:

Reports to the Revenue Coordinator. Works under general supervision in accordance with local and State laws, City ordinances, regulations, and public disclosure/privacy laws.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Maintains service and account records for the City's billing systems; performs database management, complex data entry, reconciliations and analysis. Prepares customer billings; monitors billing, credits, debits and rates on individual accounts to assure compliance with departmental policies and procedures, ordinances and accounting requirements.

2. Responds to customer inquiries and complaints regarding billings, adjustments, charges, NSF checks, refunds, delinquent accounts, and special credit arrangements.

3. Posts payments, billings, credits, debits, adjustments and finance charges for accounts. Identifies and resolves errors and discrepancies.

4. Monitors delinquent accounts and reports to collection agency as needed.

5. Prepares weekly text file for utility billings; reviews edit lists for accuracy, researches errors and resolves discrepancies.

6. Works closely with Public Works Department staff to maintain utility accounts: resolves service and billing problems, schedules and prepares billing and shut-off notices and coordinates delinquencies with Public works utilizing water shut off application.

7. Creates new service locations and utility accounts. Coordinates service turn off and turn on requests based on work orders for initiation or termination of service. Verifies service fees for new utility services.

8. Receives all utility billing mail returns. Researches inaccurate addresses and property ownership to update utility billing records.

9. Prepares monthly reconcilitation for property tax revenues as assigned.

ADDITIONAL WORK PERFORMED:

1. Cross trains in other functional areas and serves as back-up as assigned.

2. Provides customer service at the counter as needed to receive payments, answer inquiries, resolve account problems, etc.

3. Performs related recordkeeping, accounting support, or customer service duties as necessary.

4. Serves as backup cashier. Balances individual cash drawers and generates reconciliation documents and reports.

7. Prepares Finance Department documents for transfer to Archives as necessary.

8. Performs related work within the scope of the classification as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge of:
- Standard office principles, practices, methods, procedures and equipment.
- General knowledge of governmental accounting and auditing practices and principles applicable to work performed.
- Working knowledge of standard business English usage, spelling, grammar and punctuation.
- Knowledge of various filing systems (hard copy and computerized) and ability to accurately maintain them.
- Thorough knowledge of and ability to apply and explain City and departmental policies and procedures.
- Working knowledge of relevant city, state, local and federal codes, regulations, policies and procedures related to assigned areas of reponsibility.

Skill in:
- Applying accounting principles related to maintaining account records and preparing financial reports.
- Strong computer skills including financial accounting systems, spreadsheet software, and word processing.
- Strong math skills including the ability to add, subtract, multiply, divide and compute percentages with accuracy. Ability to understand and apply basic mathematical formulas.

Ability to:
- Use standard office equipment such as computers, copiers, fax machines and multi-line electronic phone systems.
- Complete repetitive work quickly and accurately while maintaining close attention to detail, in an environment of constant interruptions.

- Communicate effectively with other employees, agencies and the general public using tact, courtesy and good judgement.
- Organize and prioritize to meet deadlines and demands of peak season workloads.
- Search records quickly and accurately under immediate time pressures.
- Accurately and rapidly exchange money and record transactions.
- Read, retain familiarity with, understand and apply the City's ordinances relating to functional areas of the Department.
- Analyze and interpret financial data.
- Resolve problems and recommend solutions.
- Establish effective working relationships with employees and the public.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform required duties, including:
  - Very frequent sitting;
  - Frequent keyboarding, gripping and clicking mouse;
  - Fine finger dexterity to manipulate computer keyboard, mouse, files and papers;
  - Occasional standing, walking, bending and kneeling;
  - Correctable visual acuity to read a computer screen and a typeset page;
  - Ability to communicate verbally, in person and by telephone;
  - Transport objects weighing up to 35 lbs.

WORKING ENVIRONMENT:

Work is performed primarily at a computer workstation in a busy office environment and includes a normal range of noise and frequent distractions. Work requires using a computer for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of financial services support experience including use of computerized financial accounting systems.
- Experience providing service to the public required.
- Ability to operate a 10-key calculator by touch preferred.
  Ability to type 45 wpm preferred.
- Completion of courses in bookkeeping and computerized record keeping software and systems including spreadsheets desirable.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions and local background check.

PREPARED BY: J. Slick
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3/21

REVIEWED BY_____
Andrew Asbjornsen, Director
Finance Department