CITY OF BELLINGHAM

JOB DESCRIPTION

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

JOB SUMMARY:

Performs a variety of skilled bookkeeping and technical clerical duties requiring a high level of accuracy, attention to detail and broad knowledge of Parking Services, Police enforcement, Municipal Court and other Finance and City departmental functions, policies and procedures. Work includes maintaining accounts, database management and tracking, complex data entry, and providing detailed customer service to the public and City departments.

SUPERVISORY RELATIONSHIP:

Reports directly to the Revenue Coordinator. May receive assignments from higher classified staff. Works independently under general supervision and the guidance of local and State laws, City ordinances, regulations and established methods and practices.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Responds to telephone, e-mail and in-person inquiries and complaints from the public and other departments based on independent knowledge of parking, enforcement and court policies. Explains internal and interdepartmental policies, procedures and processes within scope of authority. Researches and responds to questions regarding billings, adjustments, charges, NSF checks, delinquent accounts and processes citation void requests. Provides correspondence to customers if parking permits are delinquent and/or invalid.

2. Maintains service and account records for the City's parking billing system; prepares invoices, monitors billing, payments, credit, debit, and rates on individual and business accounts to assure compliance with ordinances and accounting requirements.

3. Develops and maintains an accurate parking services database and completes other data entry projects as assigned utilizing complex systems and databases. Enters data, checks for accuracy, verifies information and updates or corrects data as needed. Compiles data from a variety of sources and prepares summary reports as directed.

4. Receipts cash, checks and credit card payments in person, by mail and by telephone. Performs account look-up and provides details to customers. Performs daily closing and balancing of cash receipting activity. Using computerized and manual recordkeeping systems, assures accurate and reliable reporting of account details.

5. Serves as the Finance Department's functional specialist in the use of the parking billing system. Monitors and oversees accuracy of data and partners with the system vendor as needed to resolve system issues, ensure optimum functionality and data integrity.

6. Works closely with staff of the Public Works Department, Parking Enforcement, and Municipal Court; fields questions and concerns regarding City parking facilities and parking zones

7. Composes, types, edits, and proofs correspondence, forms, reports and letters. Ensures the parking services page on the City of Bellingham website is up to date and accurate; initiates updates to rates, policies, maps, contact information and other parking services content as needed. Creates and maintains forms such as application materials, program information brochures and calendars. Proofs materials to ensure proper layout, arrangement, grammatical composition and inclusion of all pertinent information from the source.

ADDITIONAL WORK PERFORMED:

1. Acts as backup Cashier for the Finance Department.

2. Works independently on various projects and other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge:

- General understanding of governmental accounting and auditing practices, including a thorough knowledge of double entry bookkeeping practices.
- Thorough knowledge of office principles and practices and an ability to use standard office equipment such as computers, copiers, fax machines, and multi-line electronic digital phones systems, etc.
- Knowledge of various filing systems (hard-copy and computerized) and ability to accurately maintain them.
- Thorough knowledge of and ability to apply and explain in detail City and departmental policies and procedures governing the range of Parking Services programs.
- Working knowledge of relevant City, State, Local, and Federal program related codes and regulations, policies and procedures.

Skills:

- Application of bookkeeping and fundamental accounting principles related to the keeping of account records and the preparation of financial reports.
- Math skills including the ability to add, subtract, multiply, divide with accuracy.
- Strong computer skills including data entry/retrieval, spreadsheet applications, databases and word processing.
- Good literacy skills including reading, business and technical composition, knowledge of standard English usage, spelling, punctuating, grammar and letter formatting.
- Time management skills with ability to prioritize workload for completion in a timely manner and meet deadlines.
- Strong oral communication and interpersonal skills to establish and maintain effective working relationships with diverse groups of people including department staff, public officials, concerned citizens and personnel from other City departments or local agencies.
- Strong skills in providing customer service to internal and external customers using tact, courtesy and good intent.

- Strong skills in organization and planning, problem analysis, decision making, adaptability and flexibility.

Abilities:

- Ability and willingness to learn new computer applications and techniques.
- Ability to read, understand laws, ordinances, policies and procedures applicable to the scope of work.
- Ability to communicate effectively, both orally and in writing.
- Ability to maintain a variety of specialized records and to prepare reports and presentation materials in appropriate format.
- Ability to work independently to organize and prioritize work to meet deadlines with a minimum amount of supervision.
- Ability to coordinate, prioritize and complete multiple tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Ability to independently investigate, evaluate and recommend solutions to accounting related problems.
- Ability to compile and tabulate statistical data and prepare reports and summaries.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Frequently operating a computer and read a computer screen or typewritten page;
    - Frequently communicate verbally;
    - Move between work sites;
    - Occasionally transport objects up to twenty-five (25) pounds.

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 involves working in front of a computer terminal for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- A minimum of two (2) years of bookkeeping experience including use of computerized financial record keeping systems required.
- Experience interacting with the public on a frequent basis required.
- Cash handling experience including cash register operation and balancing preferred.
- Experience performing technical clerical duties preferred.
- Proficient in the use of computer software to include: word processing, spreadsheets, database and computerized record keeping systems.
- Ability to type a minimum of 45 wpm with accuracy required; ability to operate a 10-key calculator or numeric key pad by touch preferred.
- Completion of courses in bookkeeping and computerized record keeping software and systems, including spreadsheets preferred.

NECESSARY SPECIAL REQUIREMENTS:

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

PREPARED BY:
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8/18

REVIEWED BY:_____
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Interim Finance Director

REVISED BY: