CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**SENIOR FINANCE REPRESENTATIVE**	**UNION:1937**
		SG:109
CLASS TITLE:	**Accounting Technician**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Finance**	**EEO4CODE:AS**

JOB SUMMARY:

Provides excellence in support and services to customers regarding utility bills and cash receipts and acts as lead for Finance front counter support staff. Distributes and prioritizes work assignments to ensure workflow is continuous and complete. Prepares, maintains and posts financial data to a complex utility billing system, performs daily and monthly reconciliations of accounts receivable and cash systems. Analyzes customer accounts, interprets data when troubleshooting problems with the strict guidelines of the Municipal Code. Provides administrative support to Finance Officer.

SUPERVISORY RELATIONSHIPS:

Reports to the Finance Officer. Works independently with a minimum of supervision, under State, City, and departmental policies, procedures and protocols. Assigns work to Finance Representatives and provides technical or procedural guidance; resolves routine problems.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Assumes responsibility for maintaining database files for utility billing system to ensure accurate and timely billing for City utilities. Prepares and/or oversees the utility billing schedule, calendar, maintains cycle codes, coordinates billings with outside venders and provides follow-up if problems occur.

2. Identifies and resolves billing issues. Reviews all utility adjustments and collects past due accounts that remain uncollected. Approves payment extensions and problem solves other billing issues with customers. Gathers data from various systems, other departments and customers, and coordinates efforts for resolution.

3. Reviews periodic reports and system reconciliations, including cash deposits and cash receipting reports and reconciliations. Provides information to Accountants and other Finance staff and takes action or follows up as appropriate.

4. Assigns, schedules, prioritizes and distributes workload to assigned staff, including cash receipting, utility billing, work order preparation, miscellaneous receivables, B & O tax return processing and customer service. Conducts training, provides technical guidance and coordinates orientation for employees new to the work unit.

5. Provides assistance to the Finance Officer including preparing correspondence, maintaining billing statistics, and assisting with special projects.

ADDITIONAL WORK PERFORMED:

1. Acts as back-up for front counter staff and performs all duties as needed.

2. Performs other related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Thorough knowledge of bookkeeping and accounting principles and practices to maintain accurate bookkeeping systems within the Utility Billing System and the Cash Receipting System.
- Thorough knowledge of City and departmental policies, rules, procedures, and contracts applicable to work performed.
- Ability to use a variety of computer software applications such as accounting systems, database products, spreadsheets and word processing.
- Knowledge of problem solving techniques.
- Ability to plan and organize in order to manage workloads and meet deadlines.
- Ability to work well with others to accomplish mutual goals.
- Strong interaction skills to communicate effectively.
- Ability to establish and maintain effective working relationships with the general public, co-workers and supervisors.
- Ability to interact with the public and co-workers using courtesy, tact and good judgment and to remain calm and in problem-solving mode when dealing with difficult customers, conflict and disruptive behavior.
- Knowledge of business math and the ability to accurately apply basic mathematical formulas.
- Ability to type at 45 WPM.
- Ability to operate 10-key by touch (at 133 keystrokes per minute with 95% accuracy).
- 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:
    - correctable visual acuity to read a computer screen and a typeset page
    - fine finger dexterity to manipulate computer keyboard and mouse;

EXPERIENCE AND TRAINING REQUIREMENTS:

- One year of post-secondary coursework in bookkeeping or accounting, associate's degree in bookkeeping or related field preferred.
- Two years of directly related bookkeeping or accounting experience.
- Customer service experience preferred.
- Lead or supervisory experience preferred.

WORKING ENVIRONMENT:

The work is performed in an office environment. Works extensively at a computer work station with long periods of sitting or standing.

PREPARED BY: Christine Weinberg **REVIEWED BY:**_____

Lynn Starcher
3/98

John Carter
Finance Director

REVISED BY: C. Weinberg
P. Iverson
L. Klemanski
3/08

COMMISSION ALLOCATION: April 9, 2008