
TITLE:	Senior Fiscal Technician	FLSA:	Non-Exempt
DEPARTMENT:	Finance	REPORTS TO:	Finance Director or Asst. Finance Director
PREPARED:	June 2024	UPDATED:	June 2024

Position Summary

This position is mainly responsible for accounts payable processes within the Finance Department. This role will additionally provide assistance for the cashiering, collections and utility billing functions summarized below. It is essential that this position provides exemplary customer service to city departments and members of the public.

Essential Functions

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.

- Provides customer service to internal and external customers; greets, receives and screens visitors and customers; addresses and resolves customer questions as able and refers complex inquiries, requests, or complaints to other appropriate staff as needed.
- Enters and retrieves a variety of technical information into a computer in order to update records, process transactions and respond to requests for information.
- Prepares detailed financial reports in order to monitor, evaluate, and report on financial activity.
- Maintains and prepares a variety of detailed statistical reports.
- Creates and maintains filing systems for financial area of responsibility.
- Enters accounting data and maintains relevant databases/systems.
- Receives, records and properly handles payments in the form of cash, checks, credit cards and vouchers, assuring that proper amounts are posted to appropriate accounts. Balances cash drawer daily.
- Processes payment drop-offs and electronic payments.
- Performs research on customer payments, deposit amounts, and other data sources in order to properly respond to customer inquiries.
- Posts utility billing meter reads

Additional Duties specific to Collections

- Assists customers with past due invoices. Creates payment agreements for approval.
- Performs ambulance billing transactions and reconciliations.
- Creates accounts receivable reports.

JOB DESCRIPTION

Senior Fiscal Technician

Additional Duties specific to Utility Billing

- Reviews and analyzes water consumption (usage), posts meter reads, calculates billing, reviews calculated billing, generates files, confirms bills are mailed and paperless bills emailed, finalizes and posts billing to accounts.
- Addresses customer billing concerns: sets up work order appointments, researches account activity, balance and debts, payment plans, and requests for credit.
- Maintains and updates accounts daily with payments, work orders, adjustments, refunds, new account set up, and closing accounts.
- Reviews and analyzes completed work orders and determines the impact on the account. Updates and closes work orders.
- Prepares notifications to the customers regarding meter malfunctions, appointments, monitors debt balances for discharge of liens, and prepares various consumption usage reports.
- Assists with month end close; reconciles customer balances and debts balances to the General Ledger.
- Prepares shut off list, and coordinates with Public Works Staff.
- Investigate customer account issues and misapplied payments.

Additional Duties specific to Accounts Payables

- Reviews and processes accounts payables for payment and issues checks and ACH payments.
 - Reconciles vendor statements and resolves problems.
 - Processes travel forms.
 - Processes and tracks documents in order to ensure the appropriate completion of transactions.
 - Reviews and processes invoices and credit card expenditures, verifies coding of purchases, reviews supporting documentation, account number coding, reconciles vendor and credit card statements, and posts activity to general ledger and accounts payable.
 - Processes month end accounts payable utility payments and reconciles accounts with general ledger.
 - Receives and reviews accounts payable mail. Scans, saves, and distributes to departments for approval.
 - Balances monthly general ledger accounts.
 - Maintains accounts payable files and reports.
 - Records and sets up new or disposes of capital assets; calculates and posts depreciation to general ledger.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of the City's and Department's operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
- Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.

JOB DESCRIPTION

Senior Fiscal Technician

- Ability to understand and effectively carry out local policies and procedures; written instructions, general correspondence, and Federal, State, and local regulations.
- Ability to perform word processing and/or data entry.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Skill in researching and understanding complex written materials.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to communicate clearly, concisely and effectively in English with staff, administration, and the public in both written and verbal form.
- Ability to define problems, exercise sound judgment, and address a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain professionalism at all times.
- Ability to maintain confidentiality.
- Ability to maintain discretion regarding business-related files, reports and conversations, within the provisions of Freedom of Information Act and other applicable State and Federal statutes and regulations.
- Ability to establish and maintain effective working relationships with others.
- Ability to work the allocated hours of the position.
- Ability to perform mathematical calculations required of this position.
- Ability to comprehend complex state/grant financial records and reporting.
- Ability to prepare, recommend and monitor an operating budget, including line item budgeting.

Required Education, Experience, Licensing, and Certifications

- High School diploma/equivalent and three (3) years of progressively responsible related experience.

Physical and Work Environment

The physical and work environment characteristics described in this description 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 or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This is considered a light duty, office position.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. 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.