FINANCIAL SERVICES TECHNICIAN I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform complex accounting clerical and customer service work in one of the following areas of assignment: accounting (i.e. accounts payable, accounts receivable, or general ledger), purchasing, tax and license, and utility billing/customer service.

Supervision Received and Exercised:

Financial Services Technician I

Initially, close supervision is received but may transition to more general supervision as knowledge of job duties develops.

Financial Services Technician II

Receives general supervision.

Distinguishing Characteristics:

Financial Services Technician I

This is the entry class in the Financial Services Technician flex series. Employees in this class perform the more basic accounting clerical and customer service duties, while under close supervision learning to perform the full level of duties in the higher assignment area.

Financial Services Technician II

This is the journey level class in the flex series, and may be staffed through advancement from the Financial Services Technician I level once those employees are off probation, meet the minimum qualifications for the II level, and are performing the full range of responsibilities in their assignment area.

Essential Functions:

January 1999
Revised April 01
Revised May 2005
Revised Nov 2006
Revised Oct 2007 (add Purchasing Section to Min Qual)
Revised April 2011 (add Accounting Section)

Duties may include, but are not limited to, the following:

- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to proactively/reactively resolve problems.

- Perform related duties as assigned.

When assigned to the Accounting Division:

- Process payments to vendors using the City's financial system to ensure timely and accurate payment; verify payment information submitted by departments; reconcile vendor statements; review and process procurement card transactions for payment; monitor purchases for compliance with laws and City policies

- Assist vendors and departments with questions relating to invoices, cash deposits, and other associated items; research and resolve payment and cash deposit discrepancies; communicate effectively verbally and in writing; perform mathematical calculations

- Reconcile bank accounts with financial system information; reconcile all Direct Deposits to the City's Concentration Bank Account. These include Deposit Tickets (Visa, MasterCard, Discover, American Express), Lockbox Utilities, Check free, IVR, IWR and Sure pay transfers. Process any "Charge Backs" resulting from using credit cards; reconcile Daily Cash Recaps and DDR's from all direct deposits made to Concentration Account by various departments; reconcile and route all NSF Checks to proper departments and ensure proper reversal; coordinate with City departments, IT Business Analyst and bank to resolve differences

- Determine and input various General Ledger entries including corrections, allocations and payments

When assigned to the Customer Service Division:

- Interact with customers on telephone and in-person; provide assistance to customers regarding utility billing questions; answer questions regarding City services, City code relating to utility services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames.

- Process utility payments; make decisions regarding payment arrangements, bill adjustments, and small dollar write-offs; prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations.

- Cashiering: backup to main casher, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; process and post utility batch payments, prepare cash and checks for deposit to financial institution daily

When assigned to the Tax and License Division:

- Interact with customers on telephone and in-person; assist business owners and the public with questions regarding sales taxes and business licensing requirements; respond to and resolve taxpayer, public, and vendor inquiries and complaints.

- Operate and balance cash drawers; reconcile cash and check receipts; prepare daily bank deposits.

- Receive and process tax returns, payments and license applications; review returns and applications for completeness; research and resolve discrepancies.

- Maintain the Tax and License database to ensure accuracy of licensee information.

***When assigned to the Purchasing Department*:**

- Assist Procurement Officers with the development and posting of solicitations, addendums, contracts, and contract modifications to ensure conformity with applicable laws, policies and procedures.

- Receive and secure receipt of bids and proposals and assist with formal solicitation openings and electronic postings.

- Perform contract administration activities including contract renewal processing, monitor contract spend and conduct contract pricing audits.

- Assist in the administration of the City's Procurement Card program to include user training, resolution of user questions, and conduct monthly reconciliation audits.

- Develop and maintain contract folders (to include both hard copy and e-copy) to ensure complete and accurate record of events related to all formal and informal procurements.

- Utilize Procurement Web site for posting of solicitations, addendums, and awards to include general upkeep of forms and links.

- Process requisitions and approve purchase orders to ensure that purchases are in accordance with contract terms and conditions; identify unauthorized product substitutions and take corrective actions with vendor and receiving department.

- Compile and organize a variety of reports using statistical, financial and operational data.

When assigned to The Transit Store:

- Provide Valley Metro bus pass schedule and routing information.
- Sell and provide various forms of bus fare media to public.
- Compile Valley Metro bus pass ticket data, compute the purchases and reconcile the data.
- Update written customer information boards to convey current bus information to customers.
- Handle cash register; reconcile daily cash receipts; prepare cash deposits; balance monies received.
- Take customer complaints about transit service and enter into Valley Metro complaint system.
- Assist transit marketing and operations staff with special event related duties and transit service evaluation functions
- Provide general City of Tempe information.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Financial Services Technician I

Two years of clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing or directly related to the core functions of this position.

Financial Services Technician II

Three years of increasingly responsible clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer

service, tax and licensing, purchasing, or directly related to the core functions of this position.

Education:

Financial Services Technician I

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or degree related to the core functions of this position.

Financial Services Technician II

Equivalent to the completion of the twelfth grade supplemented by training or coursework in bookkeeping, accounting, business, customer service or degree related to the core functions of this position.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

- Work in a stationary position for considerable periods of time
- Operates computer, cash registers, copy machine and calculators.
- Extensive reading and close vision work
- May require working extended hours

Competencies:

(Pending)

Job Code: 081/108

Status: Non-Exempt / Classified

January 1999
Revised April 01
Revised May 2005
Revised Nov 2006
Revised Oct 2007 (add Purchasing Section to Min Qual)
Revised April 2011 (add Accounting Section)