



City of Tempe

SENIOR FINANCIAL SERVICES TECHNICIAN

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	141	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$21.380288
<i>Supervision Level:</i>	Non-supervisor	<i>Salary / Hourly Maximum:</i>	\$28.863462
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Paraprofessionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general supervision from the Customer Services Office Supervisor or from other managerial staff.

Exercise functional and technical supervision over lower level staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of increasingly responsible clerical or customer service experience in a call center, accounts payable, utility billing, customer service center, cashiering, payroll or other closely related field. Two years of this experience must be as a Financial Services Technician I/II with the City of Tempe.
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by college level course work in accounting, statistics, business, management/supervision, customer service or degree related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To lead staff and perform the most complex work in utility billing, customer service and central cashiering.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Lead and participate in the work of Customer Services' Financial Services Technician staff; assist Customer Services Office Supervisor with staff assignments; review completed work for quality control; determine required staffing levels based on workload or other factors; maintain daily schedule.
- Advise staff regarding particularly difficult issues/questions; respond and resolve more difficult and sensitive citizen inquiries and complaints not resolved at lower levels; handle overflow calls; perform the more complex daily work in area of assignment.
- Participate in staff training; may develop training materials/resources; provide ongoing training and assistance to both office and field staff; provide information to Office Supervisor relative to staff performance.
- Assist citizens on the telephone and in-person regarding complex utility billing questions, City codes relating to utility services and general City information; process utility payments; make decisions regarding payment arrangements, bill adjustments, and write-offs; prepare written responses to customer inquiries.
- Coordinate and conduct system testing and system analysis as directed by the supervisor; review policies and procedures for continued quality/efficiency enhancements; analyze account or system problems; resolve independently or make recommendations to manager or supervisor as appropriate; implement changes; follow-up to ensure problem is resolved.
- Assist the central cashiers with daily balancing and customer payment issues as required. Assist cashiers with the more complex research issues involving Checkfree, Interactive Voice Recognition system (IVR), Interactive Web Recognition (IWR) and Master Account payments.
- Coordinate and lead meetings to gather and disseminate information to staff.
- Act in the absence of the supervisor or manager as appropriate.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn

Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<i>Effective April 2007</i>