



# City of Tempe

## FINANCIAL SERVICES TECHNICIAN I+

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	081		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Citywide		<i>Salary / Hourly Minimum:</i>	\$17.987981
<i>Supervision Level:</i>	Non-Supervisor		<i>Salary / Hourly Maximum:</i>	\$24.283654
<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>	Y	Y	<i>EEO4 Group:</i>	Administrative Support

### DISTINGUISHING CHARACTERISTICS

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.

### REPORTING RELATIONSHIPS

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

### MINIMUM QUALIFICATIONS

<i>Experience:</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.
<i>Education:</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.
<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 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.

## 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.
- 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.
- Physically present to perform the duties of the position.

### **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 cashier, 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 Purchasing Division:**

- 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 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 Transit Store:**

- Provide transit scheduling and routing information.
- Sell and provide various forms of transit fare media and passes to public.
- Compile transit pass data, compute the purchases and reconcile the data.
- Update written customer information boards to convey current transit information to customers.

- Handle cash register; reconcile daily cash receipts; prepare cash deposits; accept payments; balance monies received.
- Take customer complaints about transit service and enter into complaint system.
- Assist other transportation staff with special event related duties, special projects, and transit service evaluation functions as needed.
- Process applications, issue permits and passes, monitor usage, compile statistical reports and maintain database for a variety of transportation related programs.
- Monitor amount of collateral materials available and notify supervisor of additional quantities needed.
- Sell special event tickets to the public and compile special event ticket sales data, compute the purchases and reconcile the data.
- Provide general City of Tempe information.
- Perform related duties as assigned.

### PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

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

### 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

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

### JOB DESCRIPTION HISTORY

*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)*

*Revised June 2014 (update Transit duties)*

*Revised December 2016 (added physical/mental activities)*

*Revised May 2018 (update Transit Store job duties)*