



<b>DATE</b>	January 2013
<b>JOB CODE</b>	
<b>FLSA</b>	NON-EXEMPT
<b>EEO</b>	

JOB TITLE: Financial Services Specialist  
 DEPARTMENT/DIVISION: Finance  
 REPORTS TO: Varies

**SUMMARY:** Responsible for performing specialized, paraprofessional work related to processing financial transactions. Duties might include: system administration of complex database programs, reviewing information for compliance with ordinances or laws, resolving issues, preparing journal vouchers, developing and producing reports, maintaining financial records, conducting technical research and processing specialized transactions such as land parcel information and portfolio investment management. Work is performed with limited supervision.

**ESSENTIAL JOB FUNCTIONS:**

- Prepares, receives and processes a variety of specialized transactions, billings, forms, invoices, notices, special service orders, billing calendars, insufficient fund checks, and/or other financial information in assigned area of responsibility; researches and resolves discrepancies and/or erroneous information.
- Verifies, monitors, analyzes, and reconciles financial information for an assigned area. Researches and resolves incomplete or inaccurate information. Produces journal entries for the purpose of classifying expenses, revenues, assets, and/or liabilities.
- Creates, reviews, analyzes, interprets, and maintains a variety of records, lists, systems, and logs.
- Prepares, compiles, reviews, tracks, and monitors a variety of information, reports, and documents for internal and external use and ordinance and legal compliance, ensuring proper signatures, budget codes, deductions, totals, disbursements, and/or related information.
- Assists customers, vendors, and employees with requests for information over the phone and in person; researches and resolves discrepancies and/or erroneous data.
- Prepares and maintains a variety of reports and/or statistical data with information obtained from databases and/or spreadsheets.
- Performs routine office activities, which may include: making copies; filing; sorting, opening, and distributing mail; entering information into a database; faxing documents; and, performing other related activities.
- Performs other duties as assigned.

## **POSITION SPECIFIC JOB FUNCTIONS:**

### **Treasury**

- Processes and analyses daily cash receipts, debt service payments, credit and debit card charges, and investments.
- Clears all securities for settlement.
- Prepares cash reconciliation and identifies available funds for investments. Prepares all journal entries related to daily cash management transactions.
- Resolves all credit/debit card processing technical and software issues.
- Monitors all bank accounts to insure proper cash funding, correct pricing, legal compliance and proper collateralization.
- Retrieves and reviews electronic daily bank accounts activity in order to reconcile accounts and resolve issues.
- Monitors and analyses cash flows by preparing a daily cash analysis worksheet.
- Determines overnight investable funds and transfer funds for purchase/sell of overnight investments.
- Prepares journal entries for the accounting system and investment tickets for investment software.
- Monitors money in the bank for regulatory compliance of 100% collateralization and assesses if increase or decrease of collateral is needed.
- Retrieves financial markets information daily by accessing online financial software.
- Enters investment data into investment management software; prepares monthly quarterly and annual reports for use by other departments, management and legal compliance. Prepares some queries and special programming for customized investment reports.
- Prepares all investments instructions and settle all investment transactions.
- Processes all check actions with the bank such as check voids, positive pay, stop payment and exception check processing.
- Verifies description and all mathematical calculations on all broker/dealer trade confirmations, bank statements and safekeeping receipts.
- Maintains investment software and credit/debit card terminals by installing new releases, upgrades and resolving any software and vendor related issues.
- Analyses state comptroller's sales tax data prepares reports for city management and identifies outbound and delinquency claims.
- Budget responsibilities over revenue reporting and collections.

### **Utility Customer Service & Miscellaneous Revenue Collection**

Performs a variety of activities in support of USC/MRC operations, which include:

- Analyzing and verifying all database changes, implementing billing rate changes per ordinance, correct monthly billed consumption and other compliance with City Ordinances, utilizing AS400 applications & operations.
- Evaluates customer requests or concerns, negotiates resolution, and documents resolution details utilizing mainframe billing system and PC based software.
- Maintain utility billing database and interface with meter reading software.
- Prepares billing schedules assuring coordination with meter reading routes.
- Processes incoming payment data from web site payments, outside agency payments, electronic bank payments and transmits bank draft collection files.

- Verifies meter read data and coordinates re-reads of meters for accuracy.
- Processes, updates, verifies and modifies data required to process water utility account billings.
- Designs and runs system specific database queries and reports for internal departments and customers.
- Validates and prepares tag notices for overdue accounts and interruption tags for delinquent accounts.
- Creates and updates database with changes from service orders for utility service requests.
- Processes business applications and payments for various city departments (e.g., food handler license, mowing liens, etc.)
- Maintains, updates, verifies, and adds data to the City's land-based system
- Coordinates and maintains synchronization with Central Appraisal District parcel data by submitting appropriate paperwork to correct discrepancies and/or additions/updates.
- Files labor liens and releases, collects funds and maintains records for work done at properties to correct environmental code issues.
- Participates in the resolution of billing issues, system procedures and/or land related concerns; Supports front counter/central cashier staff as needed.
- Resolves customer/employee questions/complaints on customer accounts requiring research of account history, meter inventory, etc.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of basic accounting principles.
- Knowledge of principles and practices in assigned area of responsibility.
- Knowledge of modern office practices.
- Knowledge of ordinances and state statues that applied to areas of responsibility.
- Skilled in keyboarding.
- Skilled in reviewing financial forms and paperwork for completeness and accuracy.
- Skilled in performing business mathematics calculations, algebra, geometry, and basic statistics.
- Skill in large database administration.
- Skilled in maintaining files and records.
- Skilled in operating modern office equipment.
- Skilled in providing customer service.
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals.
- Skilled in operating a computer and, upgrading and troubleshooting related software applications.
- Skilled in communicating effectively verbally and in writing with a variety of individuals.
- Ability to work under and meet strict deadlines.
- Ability to prioritize and organize tasks to work independently.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Two years of specialized experience related to area of assignment (e.g., banking, utilizing investments vehicles, or other financial services.)

**PREFERENCES:**

- LAND system administration.
- Experience and knowledge in plats and parcel identification.
- Knowledge of financial terminology as it relates to banking, accounting, investments and cash and debt management.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.