

DATE	May 2007
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Senior Financial Services Specialist

DEPARTMENT/DIVISION: Finance REPORTS TO: Billing Supervisor

SUMMARY: Responsible for serving as a lead in, and performing specialized, paraprofessional work related to processing financial transactions. Duties might include: ensuring utility bills are sent out in a timely manner; coordinating with other City departments; verifying accuracy of meter reads; preparing related reports; and, reviewing and changing seasonal water and wastewater rates based on established parameters. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Serves as a lead to lower level financial support staff, which includes: assigning and monitoring work; providing direction; monitoring the quality of case management files; and/or, performing other related activities.
- Coordinates the processing of financial transactions in assigned area of responsibility, ensuring the timely receipt and distribution of information and reports to and from internal and external customers.
- Prepares, receives processes, validates, and audits a variety of specialized transactions, billings, forms, invoices, notices, billing rates, 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. Performs journal entries for the purpose of classifying expenses, revenues, assets, and/or liabilities.
- Supervises and participates in the creation, review, analysis, interpretation, and maintenance of 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, 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:

Utility Customer Service & Miscellaneous Revenue Collection

• Performs a variety of activities in support of USC/MRC operations, which may include: coordinating billing team activities to ensure the timely distribution of water utility bills; assisting in scheduling meter reads; ensuring cash and billings are in balance with applicable financial system; processing billing and collection of revenues; setting up new employee security, rate changes, miscellaneous charges, interdepartmental billings, bank drafting set ups, payment processing, adjustments, delinquencies, cash processing, and inbound ACH payments; and/or, performing other related activities.

SUPERVISORY/BUDGET RESPONSIBILITIES:

• Lead responsibility over Financial Services Specialists.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of basic accounting principles;
- Knowledge of basic statistical methods;
- Knowledge of advanced principles and practices in assigned area of responsibility;
- Knowledge of modern office practices;
- Knowledge of timekeeping principles;
- Skilled in prioritizing and assigning work to lower level staff;
- Skilled in keyboarding;
- Skilled in reviewing financial forms and paperwork for completeness and accuracy;
- Skilled in performing basic mathematical calculations;
- Skilled in maintaining office supplies;
- Skilled in maintaining files and records;
- Skilled in operating modern office equipment;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in providing customer service;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Three years of specialized experience such as billing experience.

PREFERENCES:

• None.

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.