



CITY OF LAKEPORT

FINANCIAL SERVICES SPECIALIST I, II, III

*Formerly Account Clerk I/II, Accounting Technician, and
Finance Specialist*

Job Description

DEFINITION

Under general supervision, performs specialized clerical, bookkeeping, accounting, and customer service work in connection with the preparation, validation, examination, coding, and reconciliation of fiscal, financial, and statistical records related to utility billing, payroll, accounts payable, accounts receivable, business licensing, and other customer service functions, including information technology support (IT) support; performs related duties as required.

CLASS CHARACTERISTICS

This is a flex class. Positions are typically budgeted at either the Financial Services Specialist I or II level until the incumbent acquires the full range of knowledge, skills and abilities required of a journey level Financial Services Specialist III. The progression of a Financial Services Specialist requires an evaluation of employee skill and performance levels by management.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed functions and related duties, may be assigned to multiple functions/duties, may share assignments and/or functions/duties with others, and/or may be required to perform additional or different functions/duties from those set forth below to address business needs and changing business practices.

1. General assignments and bookkeeping:

Performs basic, regular accounting duties, including, journal entries, accounts payable, accounts receivable, payroll, cash receipts, and adjusting journal entries.

Produces various reports and basic analyses of expenditure activity for review by City Council and staff, as assigned.

Creates financial reports, statements, accounts and records of expenditures in a computerized environment.

Assists the Finance Manager/Director in preparation of the annual budget, including amendments and mid-year review. Performs cost analysis.

Provides excellent customer service at the front window, by phone, or by electronic communication.

Performs bank reconciliations regularly.

Prepares bank deposits when not performing cashiering or assigned to bank reconciliations.

Assists in year-end close and the preparation of financial statements and CAFR.

Assists in date collection during annual audits.

Compose standard correspondence and reports independently or from brief instructions.

Make accurate arithmetic and statistical calculations and receipting and balancing money.

Use English effectively to communicate in person, over the telephone and in writing.

Communicate in both oral and written forms effectively and tactfully.

Supports other Finance Department personnel when needed and/or requested.

Consistently organize own work, set priorities, meet critical deadlines and balance multiple objectives.

Verifies claims, warrants, deposit slips, computer source documents, license applications, and other records for arithmetical accuracy, consistency, and budget classifications requiring application of established coding and record keeping practices.

Assembles, sorts, tabulates, codes, and files utility user data; makes arithmetical calculations and verifies totals and extensions; performs data entry or maintains manual records to post, adjust, and balance utility accounts; allocates funds to correct utility accounts according to established procedure; balances and reconciles accounts.

Prepares and otherwise processes various utility bills; prepares entries, tabulations, standard forms, and routine documents according to specific instructions; maintains related files; operates data terminals, calculators, and other standard office equipment as required.

Responds to inquiries in person or by phone, providing explanation of established procedures and work unit policies; issues routine correspondence to vendors, businesses, or the public according to established procedures, including routine collection of correspondence.

2. When assigned to cashiering, revenue collection, accounts receivable, and customer service:

Maintains accounts receivable system, checks and balances cash received daily.

Prepares reports on, and processes required materials related to, delinquent accounts for third-party collection services, including the annual transfer of delinquent accounts to the property tax roll.

Collects and accounts for money, issues vouchers and receipts, and operates a cash register.

Collects and accounts for TOT monies received, maintains logs and source documentation related to TOT returns, and corresponds with transient lodging establishments in all such matters.

3. When assigned to business licensing:

Responds to inquiries and resolves problems/complaints, reviews applications, and enters data electronically to issue licenses and renewals.

4. When assigned to IT support:

Maintains communication and processes requests for service from other departments, the City Manager, and the City Council.

Communicates with the City's IT consultant and other service providers to resolve issues or process requests for service.

Supports the Finance Manager/Director in all IT functions as assigned.

5. When assigned to utility billing and solid waste collections:

Maintains utility billing system, including bill processing and payment collection.

Processes monthly utility bills and ensures timely delivery to customers.

Maintains all systems and processes related to solid waste billing and collections, including handling of service order requests, changes in service, customer issues and complaints, and communication with the franchise trash hauler.

Responds to customer inquiries and resolves problems/complaints; processes new service requests and closing orders; enters data into computer; reconciles daily receipts and prepares deposits; processes turn offs and prepares delinquent and unpaid close accounts for referral to collection agency; conducts follow-up on delinquent accounts.

6. When assigned to accounts payable:

Processes invoices and payments to vendors or any other claimant of City funds in accordance with established City policies and procedures.

Reviews vouchers for proper account number and authorization; prepares voucher batches for data entry and proofs data entry; processes encumbrances; processes monthly bills; and prepares payments on contracts in compliance with contract stipulations; identifies exceptions to City policy requirements.

Maintains petty cash and generates manual warrants as assigned, in accordance with established procedures.

7. When assigned to payroll:

Maintains payroll system and all associated processes and records required by state and federal regulations.

Updates employee master file by keying in a variety of information such as pay increases, payroll and insurance deduction changes, etc.; reviews time sheets for conformance with appropriate contracts, policies and procedures; runs a variety of reports and reviews edit documents; corrects errors, balances and reconciles payroll for each pay period; prepares tax returns and other reporting documentation related to payroll matters; prepares or processes a variety of insurance, disability, tax and other payments; compiles reports related to payroll activity; and maintains accumulated leave records.

Processes semi-monthly payroll; performs timesheet calculation and verification; benefit deduction calculation and maintenance, PERS reporting and file maintenance, calculates, pay increases, wage garnishments, worker's compensation payments, deferred compensation maintenance, direct deposit submission, and distributes paychecks. Prepares quarterly payroll tax reports and year end reports including W-2's and 1099's.

Processes, unemployment claims, and employment verifications. Computes and tracks sick, vacation and comp time accruals.

Calculates and prepares salary schedules due to COLA and other changes.

Provides financial support to specified HR issues, as requested.

Maintains a records and filing system for payroll and personnel and maintains confidentiality of sensitive financial and HR related data.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include successful completion of high school level bookkeeping or accounting course work, or equivalent; and

Financial Services Specialist I: accounting or clerical experience which included routine account record keeping, public contact, and the application of policies and procedures in the performance of assigned tasks.

Financial Services Specialist II: a minimum of three years of accounting clerical experience that is comparable to that of a Financial Services Specialist I with the City of Lakeport.

Financial Services Specialist III: Equivalent to an Associate Degree with major course work in finance, accounting, business administration, public administration, or related field and/or four years of increasingly responsible experience in municipal finance and administration or in the maintenance of financial management systems. Possession of a bachelor's degree in one of the fields above can serve in lieu of four years of experience.

Knowledge, Skills, and Abilities

Working knowledge of general fiscal and financial record keeping practices; procedures, methods, and office equipment used in statistical record keeping.

Experience using Microsoft Outlook, Excel, Word and other Microsoft Office Programs; and other financial, accounting, and productivity software. Skill in the operation of a variety of office equipment, including calculator, typewriter and computer.

Ability to perform routine clerical, financial record keeping work; make arithmetic calculations quickly and with accuracy; operate office computer terminals; work independently; understand and apply general fiscal and financial record keeping practices in the performance of assigned tasks; communicate effectively; establish and maintain cooperative working relationships; meet the public in situations requiring diplomacy and tact.

Financial Services Specialist II: In addition to the above, demonstrated working knowledge of the seven identified functions outlined previously.

Proficiency in Outlook, Excel, Word and other Microsoft Office Programs; and other financial, accounting, and productivity software. Skill in the operation of a variety of office equipment, including calculator, typewriter and computer.

Financial Services Specialist III: In addition to the above, demonstrated mastery of all the seven identified functions outlined previously.

Considerable knowledge of City policies and procedures involved in the preparation and processing of financial records; procedures, methods, and office equipment used in financial transactions and record keeping.

Ability to assist in the preparation of the annual budget and related documents, as well as year-end close procedures and the preparation of financial statements and reports, including, but limited to, preparing associated schedules, note disclosures, and charts and graphs.

Confidentially analyze unusual situations involved in fiscal, financial, and statistical record keeping systems and resolve through application of City policy; make arithmetical calculations quickly and accurately; understand, apply and detect errors in specific segments of record keeping systems.

Special Requirements

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record, may be required for some assignments.

Receive satisfactory results from a background investigation, physical examination, drug testing and administrative screening which meet the established qualification standards.

PHYSICAL PROFILE:

CATEGORY I - LIGHT PHYSICAL EFFORT

DEFINITION

Positions in this category require normal physical abilities associated with the ability to read, write and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

CHARACTERISTICS

Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

OTHER FACTORS

Reaching: Reaching above the shoulders to place and/or retrieve objects.

Sitting: Ability to sit with little movement for prolonged periods of time (Usually a minimum of two or more hours per day).

Distant Vision, Acceptable for Driving: Not less than 20/40 in each eye without correction or must correct to 20/40 in each eye and wear corrective lenses whenever driving

CLASS RANGE NO.	Level I = 33 Level II = 36 Level III = 42
FLSA	Non-Exempt
ADOPTION DATE	8/4/2015
REVISION DATE	
APPROVED BY:	