



DATE	October 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Financial Services Specialist
 DEPARTMENT/DIVISION: Various
 REPORTS TO: Various

SUMMARY: Responsible for performing specialized, paraprofessional work related to processing financial transactions, vendor and franchise fee management, payroll, timekeeping, scheduling, and managing other financial software systems. 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, updates, and maintains a variety of financial software including payroll, accounts payable, permitting, and collections.
- Assists Information Technology in designing changes to and testing software and other system applications.
- Prepares and maintains a variety of reports and/or statistical data with information obtained from databases and/or spreadsheets.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Utility Customer Service & Miscellaneous Revenue Collection

- Evaluates customer requests or concerns, negotiates resolution, and documents resolution details utilizing mainframe billing system and PC based software.
- Prepares billing schedules assuring coordination with meter reading routes.
- Verifies meter read data and coordinates re-reads of meters for accuracy.

- Validates and prepares tag notices for overdue accounts and interruption tags for delinquent accounts.
- 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.
- Assist in administering effective training methods for new and existing staff.
- Assists in the interpretation of City policies, department specific guidelines/policies, and/or ordinances for customers.
- May serve as Team lead and act in the capacity of a supervisor in the absence of the Utility Customer Service supervisor.

Finance

- Manages timekeeping and scheduling systems including configuration, testing, validating, and implementing software updates
- Validates timesheet entries, assists with payroll processing, prints checks and direct deposit statements, validates, and updates payroll deduction information, and maintains timesheets
- Issues, monitors, and renews Solid Waste permits for Solid Waste vendors and ensures all revenue is received
- Administers the Finance Department's remote deposit capture function including processing, tracking, and reconciling incoming payments from outside entities for all franchise and 911 fees.
- Audit and prepare all 1099 forms for applicable vendors.
- Report City's monthly sales tax to the State.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of principles and practices in assigned area of responsibility
- Knowledge of ordinances and state statues that applied to areas of responsibility
- 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 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 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

PREFERENCE

- Bachelor's Degree in Business Administration or related field
- Knowledge of financial terminology as it relates to banking, accounting, investments, cash and debt management and/or payroll

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 15 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.
- May be required to pass a credit check depending on assignment