



January 2020
FLSA: Non-Exempt

**FINANCE ASSISTANT (3 STEPS)
(Formerly known as Cashier/Customer Service Technician)**

DEFINITION

The Finance Assistant will perform customer service and service charge billing related duties in support of utility billing programs, cash receipts processing, assist other Finance staff in performing a wide variety of responsible clerical and technical accounting duties in the preparation, maintenance and processing of accounting tasks, databases and records, and assist with special projects as assigned, and other related work as required. Work of this class requires the use of initiative and independent judgment.

SUPERVISION RECEIVED AND EXERCISED

This position reports to and receives general supervision from the Finance Supervisor.

CLASS CHARACTERISTICS

The Finance Assistant position is distinguished from an Accounting Technician I in that the latter is responsible for routine accounting processes and reporting, and the Finance Assistant is responsible for routine customer service, clerical tasks and department support.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides lead telephone support for the annual sewer and storm drain service charges help line to assist customers billing inquiries and property information, and to resolve complaints to the extent possible; monitor and provide customer service, conduct research and offer solutions on how to improve customer service.
- Processes payments received in person, and other District fees and charges; Balance receipts, prepare bank deposit and submit electronically.
- Performs routine maintenance of property owner information received from the County and title companies, including name and address corrections, returned mail processing, and updates, in accordance with District policy. Prepares calculations of complex corrections and adjustments for follow-up by Accounting Specialist or Accounting Technicians.
- Prepare annual billing adjustments in accordance with District policy, fee schedule, reduced rate program, if applicable.
- Processes documents in support of annual sewer and storm drain billing, accounts receivables and customer surveys.
- Maintains accurate records and files e.g. property owner data base, annual billing file, billing corrections file, reduced-rate program database and utility lien database.
- Performs routine clerical duties as required, such as data-entry, composing letters and reports, clerical assistance with accounts receivable, accounts payable, payroll, purchasing, inventory, records retention, and other accounting tasks.
- Prepares a variety of reports, correspondence, spreadsheets and other written materials.
- Assists with maintaining department documentation, forms, checklists, and calendar tasks.

- Performs special projects and studies; collects and compiles statistical and financial data for special reports; and performs related duties as assigned.
- Assists during cyclical processes as required, such as assembling budget book and Comprehensive Annual Financial Report (CAFR).

Marginal Functions:

- The employee may assist administrative office staff with telephone or counter support.

QUALIFICATIONS

Knowledge of:

- Customer relations techniques for dealing with the public, in person, over the telephone and by email.
- Standard office practices and procedures, including record keeping and the operation of standard office equipment.
- Computer applications related to the work, e.g., Microsoft Office Suite.
- Mathematical principles.
- Correct business English, including spelling, grammar and punctuation.

Ability to:

- Effectively support the operations, services and activities of a customer service program.
- Interpret, explain and apply utility policies and procedures related to the work.
- Respond tactfully and courteously with the public in answering customer inquiries and complaints; effectively handle situations with challenging customers.
- Make accurate arithmetic calculations.
- Enter data into an on-line computer system with speed and accuracy.
- Maintain accurate accounting and financial records and preparing accurate and timely reports related to the work.
- Use initiative and independent judgment within established procedural guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Communicate orally and written, clearly and concisely and with irate or difficult people.
- Build and maintain positive working relationships with co-workers, other District staff and the public using principles of excellent customer service.
- Accept constructive criticism from supervisors, coworkers and subordinate employees.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities may be qualifying. A typical way to obtain the required qualifications would be:

Graduation from high school or equivalent. College coursework or certificate program in business, or training related to customer service and cash handling procedures is desirable. At least one year of customer service experience, cash handling and reconciliation, data processing and data entry using a computer-based customer information system. Experience in a public agency is desirable.

Licenses and Certifications:

Must possess a valid California Class C Driver's License at the time of employment. The ability to drive District vehicles is a specific requirement for this position. For that reason, it is the employee's responsibility to maintain a driving record that is acceptable to the District's insurance carrier or be subject to dismissal.

[Minimum Eligibility Standards for District Vehicle Insurance Coverage](#)

PHYSICAL DEMANDS

[LINK to Accounting Technician Physical Demands](#)

While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; and repetitively use hands or wrists to operate or handle office equipment; and reach with hands and arms. Employees are frequently required to stand and walk. Specific vision abilities required by this job include close vision and the ability to adjust focus. While performing the duties of this jobs, employees are regularly required to use written and oral communication skills; read and interpret data and information; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; meet deadlines; and work with interruptions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL INFORMATION

Disaster Service Worker:

Employees of Vallejo Flood and Wastewater District are, by State and Federal law, Disaster Service Workers. In the event of a declaration of emergency, any employee may be assigned activities which promote the protection of public health and safety or the preservation of lives and property either at the District or within the local area, or your own community.