



**DECEMBER 2014
FLSA: NON-EXEMPT**

SENIOR ACCOUNTING ASSISTANT

DEFINITION

Under direct or general supervision, performs a variety of routine to complex technical and administrative account support duties in the preparation, maintenance, and processing of accounting records and transactions, including accounts payable, accounts receivable, utility billing, and business licensing, in addition to balancing and maintaining manual and computerized accounting and financial records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Services Director. Exercises no direct supervision over staff. May exercise technical and functional direction over and provide training to less experienced staff.

CLASS CHARACTERISTICS

Incumbents in this classification perform the full range of support work in all of the following areas: accounts receivable, accounts payable, utility billing, and/or business licensing, in addition to performing a wide variety of record-keeping, reconciliation, and account support activities. Positions at this level are distinguished from the entry-level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit, and may exercise technical and functional direction over and provide training to less experienced staff.

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.

When performing all assignments:

- Performs a variety of routine to complex administrative and technical account support duties related to accounts receivable, accounts payable, utility billing, and/or department-specific technical account duties, including posting, balancing, adjusting, and maintaining manual and computerized account and financial records according to established policies and procedures.
- Verifies, posts and records a variety of financial transactions; prepares and maintains databases, records, and a variety of periodic and special financial, accounting and statistical reports; generates reports by computer and balances them appropriately.
- Enters and retrieves information and data using standard word processing and spreadsheet software, as well as accounting, financial, and other related electronic information systems specific to the department to which assigned.

- Maintains a variety of ledgers, registers, and journals according to established account policies and procedures; reconciles transactions and data as directed; records changes and resolves differences; maintains the accuracy of accounting and financial records.
- Generates and assists in the preparation of monthly, quarterly, and year-end financial, summary and technical reports.
- Performs general office support duties such as preparing correspondence; filing and record keeping; duplicating and distributing various written materials.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies, general accounting procedures, and/or department specific issues and problems; researches issues regarding specific transactions; and updates related files and departments on action items; may dispatch maintenance crews to assist with emergencies.
- May provide direction and training to lower-level or less experienced staff in area of assignment.
- May provide backup to the Accounting Assistant on an as-needed basis.
- Assists with the year-end closing process.
- Assists supervisor(s) with special projects as required.
- Serves as backup to the Administrative Services Technician as it relates to processing bi-monthly payroll.
- Performs other duties as assigned.

When performing the accounts receivable assignment:

- Provides direction to the Accounting Assistant in the processing of periodic invoice requests.
- Receives and balances cash receipts and general ledger debits; allocates revenue to proper cost accounts; posts revenue; prepares bank deposits and related reports.
- Processes City-wide returned checks and contacts customers as appropriate; prepares delinquent item reports, initiates and monitors delinquent processing for collection; prepares and processes year-end write-offs for un-collectable accounts.
- May receive mail and direct payments from the public and from other City departments, balances monies received, and prepares receipts.

When performing the accounts payable assignment:

- Processes payments in batches and logs batch reports as appropriate; prepares documentation for payment; confers with vendors as necessary; enters and verifies data into the automated accounts payable system to produce payment; may prepare manual checks; prepares payments for mailing and files copies with backup.
- Audits, verifies, codes, and batches accounts payable transactions; matches purchase orders, packing slips, and invoices; researches discrepancies and unauthorized purchases; checks allocations against department budget appropriations; prepares payment requests; balances and maintains retention accounts; liquidates purchase orders; processes purchasing requisitions for the assigned department.
- Sets up new vendor accounts; obtains necessary information and paperwork from vendors; prepares vendor invoice tracking; inputs vendor invoices and prints checks; totals and balances accounts.
- Maintains credit card accounts; processes receipts, reconciles to credit card statements and finalizes payment.
- Processes miscellaneous receipts.
- Reviews source documents for accuracy, receipt of necessary information, and compliance with rules, regulations, and procedures; determines proper handling for compliance.
- Receives vendor inquiries via telephone, fax, or mail; resolves any issues, problems, or requests using established procedures.
- Maintains signature authorization listing used to verify payment authorization signatures.

- Verifies bankruptcy information of vendors; participates in audits of vendors and other City departments; maintains vendor W-9 information for 1099 processing.

When performing the utility billing assignment:

- Sets up new accounts or closes out terminated accounts; notifies customers of excessive usage and initiates work orders to investigate for high consumption, potential leaks, or broken utility meters; calculates and processes billing adjustments due to leaks, penalty adjustments, or overestimating.
- Sends out late and final notices, collection notices, and performs necessary collections and delinquency processing.
- Maintains current billing book by downloading reads, printing and investigating problem accounts (e.g., high reads, missing reads, etc.); generates investigation list for the Customer Service Crew.
- Maintains accurate billing information through data entry, calculations, and verifications.
- May accept and process payments at the front counter, over the phone, and by mail, in cash, by check, or by credit card in the absence of the Accounting Assistant; makes changes as necessary and maintains cash drawer as appropriate; processes automatic customer account debits through electronic bank transfers; balances payments and posts transactions in the accounting system daily.

QUALIFICATIONS

Knowledge of:

- Terminology and practices of financial and account document processing and record-keeping, including accounts receivable, accounts payable, utility billing, and business licensing.
- Business arithmetic and basic financial and statistical techniques.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform detailed account and financial office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and four (4) year of responsible experience in financial/accounting record-keeping. College-level coursework in accounting, finance, or a related field preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

ENVIRONMENTAL ELEMENTS

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.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.