

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Account Specialist II</b>	<b>CLASS CODE:</b>	<b>305</b>
<b>REPORTS TO:</b>	<b>Various</b>	<b>GRADE:</b>	<b>19</b>
<b>DEPARTMENT:</b>	<b>Various</b>	<b>FLSA:</b>	<b>N</b>

**JOB SPECIFICATION DATE: November 5, 2008 cm**

### **JOB SUMMARY**

Performs research and analysis of various accounts throughout the city. May also perform basic bookkeeping activities supporting the general ledger.

### **ESSENTIAL FUNCTIONS**

NOTE: Specific functions, required knowledge, skills & abilities may vary depending on assignment.

1. Establishes new accounts; determines appropriate services, rates, property codes and cycles; creates accounts for special services such as landfill, airport, and recycling.
2. May create and update miscellaneous receivable invoicing for various departments and process all miscellaneous receivable payments.
3. May process the City's payroll including calculating wage assignments, reconciling payroll data, calculating and remitting all applicable withholding liabilities, preparing payroll tax returns and researching applicable tax laws using FLSA guidelines.
4. Researches and corrects account discrepancies; requests additional reports on suspected problems.
5. May coordinate the billing for Glendale Arena and TSA for collection of payments on Fire and Police Department billing.
6. Maintains electronic spreadsheets on various accounts and produces reports as necessary.
7. Performs analysis of various account data and manipulates database to implement corrective actions.
8. Prepares standard monthly journal entries to the general ledger based on established formats and methodologies.
9. Organizes, analyzes, and inputs financial adjustments onto customer accounts to correct account for the current billing period.
10. May verify customer relations' connect/disconnect work orders.
11. May review delinquent disconnect work orders and determine if adjustments are required or if accounts should be closed.
12. May verify validity of illegal usage report; researches property/account status and determines appropriate actions.
13. May prioritize meter removals and installations.
14. May monitor meter reading/usage reports and compares with database for validity of corrective actions.
15. Maintains sub ledgers supporting various general ledger accounts.

### **SECONDARY FUNCTIONS**

16. Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, ABILITIES**

#### **Knowledge of:**

Software utilized for automated billing systems  
Principles and procedures of payroll and accounting  
Applicable local, state, and Federal laws and regulations pertaining to payroll administration  
Federal and state record keeping requirements

Basic mathematical principles used in calculating payroll information  
Human Resources policies and pay codes  
Tax returns and related forms

**Skill in:**

Operation of a computer and applicable software applications  
Alpha/numeric data entry with speed and accuracy  
10-key by touch

**Ability to:**

Make arithmetic calculations with speed and accuracy  
Establish and maintain effective working relationships with City employees, and the public  
Communicate effectively, both orally and in writing  
Research and resolve problems  
Analyze and evaluate activities to modify a database

**WORKING CONDITIONS**

Office setting

**MINIMUM QUALIFICATIONS**

Two years of college course work in business, computers, or related field and one year of experience working with computer software applications.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities is qualifying.