

CITY OF GLENDALE

TITLE: Senior Account Specialist CLASS CODE: 307
REPORTS TO: Various GRADE: 22
DEPARTMENT: Various FLSA: N
JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY

Provides lead supervision to Account Specialists, Account Specialist II, Cashiers, and other staff; assists with complex customer relations issues, and performs advanced accounting functions.

ESSENTIAL FUNCTIONS

1. Provides lead supervision, training and assistance to Account Specialists, Cashiers and other staff.
2. Monitors the timeliness and accuracy of the City's accounts payable process
3. Provides lead customer service decisions related to vendors and departments.
4. Responsible for ensuring accounts payable payments is in compliance with policies and procedures, internal and external.
5. Analyzes taxpayer/customer accounts and determines account adjustments/requirements based on interpretation of city codes, ordinances and administrative regulations.
6. Reviews and analyzes accounts payable transactions to ensure they are authorized, documented and posted to the general ledger.
7. Reconciles deposits, payments and general receipts for posting to general ledger accounts.
4. Processes finger-print applications for special regulatory licenses that includes check requests, routing to DPS and final approving after fingerprint check has been completed.
5. Provides assistance to account clerks in other departments, the public, or external agencies for information on tax and license codes, license and account status, billing or license requirements and fee and rate structures.
6. Makes the final decision on whether or not delinquent accounts can be reinstated after being disconnected for nonpayment.
7. Notifies customers of billing appeal process and status.
8. Performs duty as vault custodian to include verification that all valid checks are accounted for and all voided checks are defaced, and proper controls are maintained over cash drawers and deposits.
9. Processes requests from other departments, the public, or external agencies for information on tax and license codes, licnese and account status, billing or license requiriements and fee and rate structures.
10. Assists independent auditors in locating documentation to support financial records and prepares oral and written responses to audit questions.

SECONDARY FUNCTIONS

11. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Accounting principles and procedures.
Applicable codes,
Policies and procedures.
Accounting systems and software.

WORKING CONDITIONS:

Office Setting.

MINIMUM QUALIFICATIONS

Two years of college level coursework in business, accounting or a related field and two years experience in accounting, preferably in a municipal services area.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

None.