



Account Services Representative I/II

Department/Division:	Finance
Reports To:	Revenue Services Manager/Specialist
Provides Direction To:	N/A
Bargaining Unit:	Teamsters
Exemption Status:	Non-Exempt
Employment Status	Classified
Date Prepared:	December 1, 2007
Date Revised:	July 19, 2019

GENERAL PURPOSE

Under general direction, the incumbent performs a variety of clerical and fiscal support duties involving financial transactions and record keeping including cashiering, accounts receivable, licensing, utility billing, parking permits and citation processing; responds to general requests and inquiries; and does other related work as required.

DISTINGUISHING CHARACTERISTICS

Account Services Representative I is an entry-level position. Initially, the incumbent's work is observed and reviewed both during performance and upon completion; any changes in procedure or exceptions to rules are explained in details as they arise. As experience is gained, the incumbent is expected to perform full range of duties with increasing independence.

Account Services Representative II is distinguished from the Account Services Representative I by the difficulty and complexity of work performed. Account Services Representative II can perform the full range of job duties, possesses specialized knowledge, abilities and skills, and often exercises independent judgment in the performance of his/her duties.

Appointment to Level II requires that the employee performs at least two (2) years of the full range of duties at Level I; meets the qualification standards for the Account Services Representative II specifications; has the Department Head's approval; and has received satisfactory job performance evaluations during his/her tenure.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Maintains files and logs; checks and tabulates statistical and financial data; conducts surveys and collects required information to put into a written report or spreadsheet.
2. Assists customers and employees by providing information, explaining procedures, and answering questions in a professional manner via phone, in-person, or electronic communications.
3. Provides administrative support to the Department or Division on special projects that may require background research or other administrative functions.
4. Reviews program budget at cursory level.
5. Collects and processes revenue; opens, sorts, and verifies payments; operates cash register; verifies accuracy of invoices, and payments; distributes and maintains parking permits; and processes parking citations.
6. Follows established procedures to ensure timely follow-up on past due receivables.
7. Sends out invoices for Accounts Receivables; tracks and logs Transient Occupancy Tax; and creates monthly statistical reports on collections.
8. Accepts and processes business licenses; inputs and prints renewals and new licenses; and reconciles posting reports.
9. Accepts and writes receipts for fees; issues licenses and permits.
10. Processes orders for initial installation of water service, meters, sewer connections, and changes in billing.
11. Audits invoices against services rendered by checking purchase orders and requisitions; follows up and corrects any discrepancies in invoice transmittals, billed prices, discounts, and terms of payment; and withholds payments of invoices pending submission of sufficient evidence for claims.
12. Contacts vendors to rectify errors, reconcile statements, and expedite payments; and processes invoices for payment.
13. Compiles and verifies data from a variety of sources for accuracy and completeness; enters data into departmental and/or City-wide databases; inputs corrections and updates to maintain computer-based tracking information; and generates reports as scheduled and/or requested.
14. Initiates internal/external correspondences and department reports.
15. Coordinates with field personnel and communicate with other departments.
16. Provides intermittent relief for the City's receptionist; maintains records; opens and distributes the mail.

ESSENTIAL FUNCTIONS (cont'd)

17. Performs daily reconciliation of cash receipts and assists with the cash and coin deposits as needed.
18. May be required to work shifts, weekends, and/or holidays.
19. Account Services Representative II may train Account Services Representative I.

QUALIFICATIONS GUIDELINES

Education/Training/Experience:

Account Services Representative I – Requires an Associate of Arts degree from an accredited college with major in Business, Accounting, Mathematics, Public Relations or a related field **AND** one (1) year of customer service and clerical experience including some financial and statistical record keeping. Two (2) additional years of related experience may be substituted for the Associate of Arts degree. Experience dealing with the public and handling cash is desirable.

Account Services Representative II – Requires an Associate of Arts degree from an accredited college with major in Business, Accounting, Mathematics, Public Relations or a related field **AND** three (3) years of increasingly responsible experience in customer service, handling cash, balancing funds to receipts, preparation and maintenance of financial and related statistical records. Two (2) additional years of related experience may be substituted for the Associate of Arts degree.

Knowledge, Skills, and Abilities:

Knowledge of: Basic mathematical principles, record keeping practices and procedures, and modern office practices, procedures, and equipment; customer relations and public relations techniques, including telephone and online customer etiquette; general City codes and ordinances; and administrative rules and regulations affecting departmental operations.

Skill in: Operating a 10 key calculator by touch, personal computer, cash register, Microsoft Word and Excel software programs and other office equipment; maintaining financial and statistical records; and performing varied clerical work.

Ability to: Understand, interpret and successfully communicate the principles, rules, regulations, and procedures involved in the area of assignment; communicate effectively orally and in writing; use sound judgment; work with numbers and data accurately; perform essential duties independently with minimum supervision; and work cooperatively and effectively with others.

Special Requirements:

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the employee is frequently required to sit and talk or listen; occasionally required to walk; use hands to operate, finger, handle, or feels objects, office machines; and reach with hands and arms. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision and the abilities include close vision and the ability to adjust focus. The noise in the work environment is usually moderately quiet.