



City of Tempe

FINANCIAL SERVICES TECHNICIAN II+

| JOB CLASSIFICATION INFORMATION | | | |
|--|----------------|--------------------------------|-----------------------------------|
| <i>Job Code:</i> | 108 | <i>Department:</i> | Citywide |
| <i>Supervision Level:</i> | Non-Supervisor | <i>State Retirement Group:</i> | ASRS |
| <i>Status:</i> | Classified | <i>Market Group:</i> | Financial Services Technician II+ |
| <i>Safety Sensitive / Drug Screen:</i> | No | <i>Physical:</i> | No |
| Click here for more job classification information including current salary range. | | | |

| DISTINGUISHING CHARACTERISTICS |
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| This is the journey level class in the flex series and may be staffed through advancement from the Financial Services Technician I+ level once those employees are off probation, meet the minimum qualifications for the II level, and are performing the full range of responsibilities in their assignment area. |

| REPORTING RELATIONSHIPS |
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| Receives general supervision. |

| MINIMUM QUALIFICATIONS | |
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| <i>Experience:</i> | Three (3) years of clerical or customer service experience in an area appropriate to the assignment such as accounting, utility billing and customer service, tax and licensing, purchasing, or directly related to the core functions of this position. |
| <i>Education:</i> | High school diploma, GED or equivalency supplemented by training or coursework in bookkeeping, accounting, business, customer service or degree related to the core functions of this position. <u>When assigned to Customer Service:</u> Associates degree is preferred. |

| ESSENTIAL JOB FUNCTIONS |
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| Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. |
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To actively support and uphold the City's stated mission and values. To perform complex accounting clerical and customer service work in one of the following areas of assignment: accounting (i.e. accounts payable, accounts receivable, or general ledger), purchasing, tax and license, and utility billing/customer service.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

When assigned to Accounts Payable in the Accounting Division:

- Process vendor invoices from purchase orders to vouchers using the City's financial system.
- Ensure timely and accurate payment to vendors.
- Reconcile vendor statements.
- Review procurement card (PCard) transactions for completeness, accuracy and compliance with laws and City policies and record PCard transactions.
- Assist vendors and departments with questions relating to invoices and payments.
- Communicate effectively verbally and in writing.
- Record general ledger adjusting journal entries for expense allocations, vendor payments and accounting corrections.
- Knowledge and understanding of electronic invoice workflow and approval is desirable either in a financial system or a document management system.
- Perform related duties as assigned.

When assigned to the Customer Service Division:

- Interact with customers on telephone and in-person; provide assistance to customers regarding utility billing questions; answer questions regarding City services, City code relating to utility services, and general City information; effectively manage time to accomplish multiple tasks within specified time frames.
- Process utility payments; make decisions regarding payment arrangements, bill adjustments, and small dollar write-offs; prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations.
- Perform backup and main cashier duties, prepare and process cashier reports; operate and balance cash drawers, assist financial institutions and customers resolving and researching payment issues.
- Analyst customer accounts and usage information; provide customer assistance setting up customer portals, create work orders and field service requests. Make bill corrections, update accounts of meter replacements.
- Perform related duties as assigned.

When assigned to the Purchasing Division:

- Assist Procurement Officers with the development and posting of solicitations, addendums, contracts, and contract modifications to ensure conformity with applicable laws, policies and procedures.
- Receive and secure receipt of bids and proposals and assist with formal solicitation openings and electronic postings.
- Perform contract administration activities including contract renewal processing, monitor contract spend and conduct contract pricing audits.
- Assist in the administration of the City's Procurement Card program to include user training, resolution of user questions, and conduct monthly reconciliation audits.
- Develop and maintain contract folders (to include both hard copy and e-copy) to ensure complete and accurate record of events related to all formal and informal procurements.
- Utilize Procurement Web site for posting of solicitations, addendums, and awards to include general upkeep of forms and links.
- Process requisitions and approve purchase orders to ensure that purchases are in accordance with contract terms and conditions; identify unauthorized product substitutions and take corrective actions with vendor and receiving department.
- Compile and organize a variety of reports using statistical, financial and operational data.
- Perform related duties as assigned.

When assigned to the Tax and License Division:

- Interact with customers on telephone and in-person; assist business owners and the public with questions regarding sales taxes and business licensing requirements; respond to and resolve taxpayer, public, and vendor inquiries and complaints.
- Operate and balance cash drawers; reconcile cash and check receipts; prepare daily bank deposits.
- Receive and process tax returns, payments and license applications; review returns and applications for completeness; research and resolve discrepancies.
- Maintain the Tax and License database to ensure accuracy of licensee information.
- Perform related duties as assigned.

When assigned to The Transit Store:

- Provide transit scheduling and routing information.
- Sell and provide various forms of transit fare media and passes to public.
- Compile transit pass data, compute the purchases and reconcile the data.
- Update written customer information boards to convey current transit information to customers.
- Handle cash register; reconcile daily cash receipts; prepare cash deposits; accept payments; balance monies received.
- Take customer complaints about transit service and enter into complaint system.
- Assist other transportation staff with special event related duties, special projects, and transit service evaluation functions as needed.

- Process applications, issue permits and passes, monitor usage, compile statistical reports and maintain database for a variety of transportation related programs.
- Monitor amount of collateral materials available and notify supervisor of additional quantities needed.
- Sell special event tickets to the public and compile special event ticket sales data, compute the purchases and reconcile the data.
- Provide general City of Tempe information.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- May work alone for extended periods of time;
- Operates computer, cash registers, copy machine and calculators;
- Extensive reading and close vision work;
- May require working extended hours.

COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES | COMPETENCIES |
|----------------------|---------------|--|
| Foundational | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability |
| Supervisory | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others |
| Manager | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director | In Addition > | Entrepreneurship and Networking |
| Director | In Addition > | Organizational Vision |

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

January 1999

Revised April 01

Revised May 2005

Revised November 2006

Revised October 2007 (add Purchasing Section to Min Qual)

Revised April 2011 (add Accounting Section)

Revised June 2014 (update Transit duties)

Revised December 2016 (added physical/mental activities)

Revised May 2018 (update Transit Store job duties)

Revised July 2021 (update duties Accounting section)

Revised December 2021 (update duties Customer Service section)