

## CUSTOMER SERVICE AND ACCOUNTING TECHNICIAN

### General Statement of Duties

Performs administrative and clerical work in support of the electric and water utility and revenue collections , customer service and accounting functions.

### Distinguishing Features of the Class

An employee in this class works in the Finance Department and has a variety of responsibilities in accounting and collections functions. While the employee usually specializes in a set of tasks, the employee must be able to back-up work in all office areas as needed. Work involves tasks such as accounts payable; coding invoices and issuing purchase orders; balancing cash drawers; handling customer inquiries relating to utility billings and new services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues; registering citizens for recreation programs and collecting fees; figuring and posting property and motor vehicle taxes; answering the phone; and maintaining office files. Work involves public contact functions and coordination with other departments within the Town's organizational structure, especially the water and public works functions. Considerable tact and courtesy are required in these public contact functions. Work is performed under the supervision of the Finance Director and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Receives and receipts payments from customers for Town services in person and walk-ins; registers citizens for recreation programs; answers questions and explains services.

Signs up customers for new utility accounts and closes out accounts; issues work orders for turn on or off; takes utility payments and enters payment in computer system.

Answers public questions about Town services; deals with customer complaints and concerns.

Prepares vendor, checks, and other checks on a weekly basis or as needed; communicates with vendors on invoices and checks.

Issues purchase orders based on departmental requisitions; encumbers funds; reviews invoices to verify accuracy and receipt of goods; maintains records of encumbrances and outstanding purchase orders; keys invoices to be paid and maintains files of invoices.

Balances cash drawer and the beginning and end of the day; prepares daily bank deposits for self and other collections staff; prepares daily reports

Researches and prepares special reports for management as requested on the assigned area of work.

Figures and posts property and motor vehicle taxes collected by the County; runs monthly report of funds posted.

Runs 1099s.

Runs special reports of financial operations as requested, especially for departments during the budget process.

May assist with other financial functions such as balancing bank statements, making copies, typing, backing up payroll or utility billing operations, and sorting and distribution mail.

#### Additional Job Duties

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

Considerable knowledge of governmental bookkeeping practices and procedures.

Considerable knowledge of laws, rules, regulations, policies, and practices to follow in an accounts receivable and payable function, and .

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of computer operations.

Ability to understand and apply policies to the maintenance of financial records and reports.

Ability to operate calculator, computer terminal, copier, and related office equipment at the desired level of speed and accuracy.

Ability to make arithmetic computations accurately and with reasonable speed.

Ability to maintain accurate records and prepare moderately complex records and reports.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer, process bills, and proofread materials.

#### Desirable Education and Experience

Graduation from a college with an associate degree in accounting, business administration, or a related field and considerable experience in a customer service, collections or accounts payable setting, or an equivalent combination of education and experience. Bilingual strongly preferred(Spanish/English)

#### Special Requirements:

Possession of a valid driver's license.

Successful applicants for this position must successfully complete a drug screening and criminal backgroundcheck review.

#### To Apply:

Application available at <https://maidennc.com/PDF/appl-bkgrnd-combo.pdf> or can be picked up at Town Hall. Submit your completed application, cover letter, resume, and salary history to the Town of Maiden, Attn: Wanda Barnes, HR Officer, 19 N. Main Avenue, Maiden, NC 28650. Applications accepted until position filled. Review to begin on 9/13/2021.