

FINANCE/ADMINISTRATIVE COODINATOR

General Statement of Duties

Performs responsible paraprofessional accounting, fiscal and administrative duties, provides support with billing, customer service, accounts payable and payroll in the Finance Department for the Town.

Distinguishing Features of the Class

An employee in this class is responsible for a variety of paraprofessional accounting and fiscal duties and responsible for providing administrative support for billing, customer service, and will cross train in other areas such accounts payable and payroll. Examples of responsibilities include performing accounting tasks, preparing a variety of monthly and/or fiscal financial reports, assisting utility billing as it pertains to prepaid electric meters and providing reception and customer service-related functions. Work is performed primarily in an office environment. Work requires use of paraprofessional accounting knowledge and involves excellent written and communication skills following established policies and procedures. Work is performed under regular supervision of the Finance Director and or Deputy Town Manager/HR Director as it pertains to accounting duties as well as regular supervision of the Utilities/Customer Service Supervisor as it pertains to utilities and customer service. Some cross training and administrative functions in HR may be required as needed. Work is evaluated through observation, conferences and by review of records and reports to determine the accuracy and timeliness of work and possible feedback from customers served.

Duties and Responsibilities

Essential Duties and Tasks:

- Performs all duties and responsibilities of a Customer Service Representative and Billing Clerk.
- Performs cross-training daily in Customer Service, Utility Accounts/Billing, Accounting and some vague HR functions.
- Assists Utilities/Customer Service Supervisor with Prepaid utility accounts, monthly billing and reconciliation. As well as assisting with other related duties as required.
- Works closely with the Electric Utility Director as it pertains to the Prepaid meters.
- Assists Finance Director with various accounting tasks requiring monthly, quarterly and yearly financial reporting.
- Assists Accounting Specialist with accounts payables; matches checks to invoice copies; resolves discrepancies; balances each check run; files invoices
- Assist with code enforcement violations and billing
- Processes purchase requisitions for each department and reconciles purchases with the invoices.
- Performs a variety of miscellaneous billing for other departments (i.e. fire, police, code enforcement & planning, public works, water and electric) creates and mails invoices.
- Assist HR will filing and some administrative/clerical duties.

Additional Job Duties:

- Performs related duties as required.
- Fills in for absent administrative staff; assists visitors and customers in Town Hall in the absence of the Administrative Assistant during inclement weather or other unknown situations as they arise.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities:

- Considerable knowledge of paraprofessional accounting principles and practices and fiscal reporting.
- Considerable knowledge of prepaid electric meters, software and hardware of those devices, as well as the accounting methods involved.
- Working knowledge of standard operating practices involved in modern office operation and public service.
- Knowledge of the application of information technology to fiscal, accounting, and administrative work including financial package software and hardware, word processing, data base and spreadsheet development.
- Skill in public contact, customer service and collaborative conflict resolution.
- Ability to develop and maintain effective working relationships with the general public and other employees.
- Accuracy in creation and audit of records.
- Ability to reconcile accounts accurately.
- Ability to solve problems and analyze data.
- Ability to communicate effectively in oral and written forms.

Physical Requirements:

- Must be able to physically perform the basic life operational functions of fingering, talking, hearing, reaching, standing, walking, grasping, feeling, 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 move objects.
- Must possess the visual acuity to prepare data and statistics, to work with accounting processes, to operate a computer terminal, and to read extensively.

Desirable Education and Experience:

Graduation from high school or from a community college with an Associate's degree in business or accounting and experience in paraprofessional accounting and billing work preferably in a public utility or collections; or an equivalent combination of education and experience.