

<u>BIGHORN-DESERT VIEW WATER AGENCY</u>	Revised: Motion No. 23-020
CLASS DESCRIPTION	Salary Range: 02 AT I /CSR 03 AT II /CSR 04 AT III /CSR
TITLES: ACCOUNTING TECHNICIAN I/ CUSTOMER SERVICE REPRESENTATIVE ACCOUNTING TECHNICIAN II/ CUSTOMER SERVICE REPRESENTATIVE ACCOUNTING TECHNICIAN III/ CUSTOMER SERVICE REPRESENTATIVE	Page 1 of 7 Status: Non-Exempt

A. POSITION OVERVIEW

Under general direction of the Assistant General Manager, the Accounting Technician/ Customer Service Representative routinely performs a variety of accounting duties of various complexities, depending on job title assigned (Level I to III), related to purchase orders, accounts payable, accounting, job cost, inventory, fixed assets, general ledger, customer service, payroll, clerical, other related duties, and other duties as assigned. This position is characterized by the level of skills required to perform the duties of the position, as well as the level of supervisory oversight provided to this position on a routine basis and the independent judgment required.

B. SUPERVISION / SUPERVISORY DUTIES

This position reports directly to the Assistant General Manager. This position has no supervisory duties, but may have but may have “lead” and/or training responsibilities.

C. RANGE PLACEMENT / ADVANCEMENT

The title and salary range (*i.e.*, Level I, II, or III) of the individual in this position is commensurate with the following factors as determined by the Agency: degree of supervision required, abilities, skills, training, education level, qualifications, and experience. Regarding internal promotions, the Agency considers factors, which include without limitation, the individual’s overall performance.

D. GENERAL OVERVIEW OF DUTIES

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

1. Purchase Orders:

- Maintains purchase order database and files, providing reconciliation and review of journals and related general ledger accounts.
- Processes all paperwork required for Purchase Orders using computerized system (*i.e.*, inputs, print journals, follow-up).
- Provides purchase orders to authorized personnel.

2. Accounts Payable:

- Maintains Accounts Payable database and files.
- Gathers, assembles, tabulates, checks, verifies, prepares and inputs all paperwork required to process accounts payable for payment (*i.e.*, review for correctness).
- Processes documents involved in financial transactions and financial recordkeeping.
- Responsible for vendor payments and other claims against the Agency.
- Matches invoices with purchase orders to ensure correct billing.
- Makes mathematical calculations.
- Assigns general ledger account numbers.

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- Prepares checks.
- Obtains approval and signatures for distribution of payment.
- Maintains control of all accounts payable checks by monitoring number sequence.
- Provides reconciliation and review of A/P Journals and related General Ledger accounts.
- Prepares disbursements packages.
- Files financial data.

3. Accounting:

- Performs accounting tasks (low to moderately complex depending on position title/level assigned) including regular analysis and reconciliation of revenue, expenditure and balance sheet accounts.
- Prepares monthly and year-end financial statements including balance sheet, income statement, and supporting ledgers and journals in an accurate and timely manner.
- Makes appropriate periodic journal entries at month-end and year-end closings.
- Determines appropriate accounts, reconciles, inputs and posts to general ledger.
- Monitors and makes recommendations for cash flow requirements.
- Performs periodic internal audits of accounting records to assure adequate controls.
- Reconciles Agency bank accounts monthly.
- Prepares special reports for the State of California, management staff, and the Board of Directors.
- Performs special analytical studies as directed by the General Manager or Assistant General Manager.
- Assists with cross training of other staff on critical job functions.
- Provides assistance and directs annual audit, interfacing with outside auditors and preparing audit schedules as required (*i.e.*, fixed asset, debt, prepaid).
- Prepares the annual audit binder including reconciliation of all accounts.
- Assists with analysis, preparation, and presentation of the Agency budget and audit.

4. Job Cost:

- Maintains Job Cost accounting database and files.
- Provides reconciliation and review of journal and related general ledger accounts.

5. Inventory:

- Maintains inventory database and files.
- Assists field representative to reconcile periodic inventory count.
- Prepares and inputs all paperwork required to add inventory purchased and remove inventory used.

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- Provides reconciliation and review of journal and related general ledger accounts.

6. Fixed Assets:

- Maintains fixed asset database and files.
- Sets up, calculates, and monitors annual fixed asset depreciation; adjusts for new or retired assets as appropriate.
- Prepares annual schedule for audit.
- Provides reconciliation and review of journal and related general ledger accounts.

7. General Ledger:

- Makes miscellaneous regular general ledger postings and balances accounts.
- Ensures timely and accurate posting to the general ledger and researches information for adjustments to general ledger.
- Prepare and post payroll journal entries and time-off accruals to the general ledger.
- Responsible for all bank reconciliations.
- Sets up accounts as needed for general ledger posting.
- Prepares month-end journal entries.
- Assists in the preparation of periodic financial reports and statements and prepares and maintains spreadsheet analyses and reports.
- Closes and adjusts journals and ledgers each fiscal year.
- Prepares monthly financial statements.
- Works with other accounting staff to balance accounts receivable database records and journals to the general ledger.

8. Customer Service:

- Performs cashier duties.
- Interacts with customers in a courteous, respectful, and professional manner.
- Maintains assigned cash drawer in an accurate and accountable manner.
- Communicates account status and Agency Rules & Regulations to customers.

9. Payroll:

- Prepares and processes payroll for Agency employees.
- Gathers, organizes, and prepares a variety of information for the preparation of the Agency's payroll.
- Audits time records for accuracy and proper distribution of costs.
- Posts payroll distribution to general ledger.
- Provides reconciliation and review of journal and related general ledger accounts.
- Calculates payroll changes to determine fiscal impact on budgeting.

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- Audits, reviews, and adjusts payroll data concerning vacation, sick leave, and overtime balances.
- Maintains and updates employee payroll records.
- Prepares payroll reports and summaries for retirement systems.
- Prepares and distributes payments to insurance agencies, CalPERS, EDD, EFTPS, garnishments and others receiving monies from payroll withholdings.
- Prepares period reports on wages paid.
- Researches and corrects payroll discrepancies.
- Ensures that Agency payroll and compensation policies are adhered to.
- Uses a computer and appropriate software in processing the Agency's payroll.
- Answers a variety of questions concerning leave balances, payroll discrepancies, and net payments for Agency staff.
- Prepares and distributes W-2 forms annually.
- Provides assistance to the Human Resources Department/Personnel Administrator, as needed.

10. Utility Billing:

- Performs activities related to the preparation and distribution of utility bills for water service including scheduling, prioritizing workloads, loading and unloading meter reads from electronic handheld devices, prepares monthly and bi-monthly utility bills including regular, final and delinquent notices, shut-off warning notices and shut-offs.
- Reviews meter reading downloads, compare past consumption patterns to determine need for rereading or investigation, correct billings where necessary, compile and run utility billing reports, process, print and mail out utility bills.
- Prepares Service Requests and processes forms related to customer inquiries, re-reads, open and closing accounts. Monitors and ensures that all service requests are being handled expeditiously by Agency staff and are properly recorded in the Agency billing system.
- Prepares and monitors payment plans.
- Receives and responds to staff and customer queries on billings, meter readings, meter changes, leak response and other customer service issues. Researches, interprets and analyzes account history to resolve billing questions on meter readings. Resolves problems requiring immediate attention and verifies that underlying systematic or process issues have been addressed.
- Collect and process payment from customers over the counter, through the mail, credit card and other methods of payment processing.
- Prepares "unsecured" liens on excessively delinquent accounts, prepares and executes "demand letters and "release of lien" documents.

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- Annually prepares delinquency list and executes processes related to the application of “secured liens” to the property tax bill prepared by the County. Prepares staff reports to the Board of Directors for required actions related to delinquent accounts and bad debt write-offs.
- Annually prepares list of unmetered parcels to which a “stand-by” assessment will be applied to the property tax bill prepared by the County. Prepares staff reports to the Board of Directors for required actions related to “stand-by” assessments.

11. Clerical:

- Prepares reports.
- Types correspondence and files.
- Banking and mail errands.

12. Other Duties:

- Compile and verify accuracy of bank deposits.
- Maintain and process Petty Cash disbursements and replenishments.
- Prepares Monthly Disbursements Report and the Monthly Financial Statements Report for agenda deadlines for Board of Directors’ meetings.
- Processes customer refunds and voids through credit cards based on utility billing transactions.
- Prepares and distributes 1099's annually.
- Other duties as assigned.

13. Lead:

- Answers technical accounting questions from staff.
- Directs staff in proper procedures for accounting.
- Trains staff.
- Uses independent judgment to solve problems and efficiently lead the work of other finance staff.
- May organize and coordinate daily accounting functions and assignments.

14. Safety:

- Follows proper safety practices at all times.
- Attends safety meetings.

E. QUALIFICATIONS

1. Education, Training, & Experience:

- Graduation from high school or equivalent.

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- Any combination of experience, education, and/or training that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:
 - College level course work in accounting.
 - 3 -5 years of accounting experience, including experience in computerized accounting system, accounts payable, payroll, and general ledger.
 - Experience in governmental accounting is highly desirable.
 - AA Degree in Accounting or Bachelor's degree in accounting is highly desirable.

2. Skills:

- Ability to work independently, efficiently, and productively when completing work tasks with little or no supervision.
- Prioritization, organization, and coordination skills.
- Ability to interpret and apply Agency rules, policies, and procedures governing the accounting process.
- Ability to responsibly and accurately perform semi-skilled to skilled bookkeeping functions and the most skilled financial record keeping functions using independent judgment; including performing confidential administrative and clerical functions.
- Knowledge of principles and practices of accounts payable, payroll, and general ledger.
- Knowledge of procedures and requirements for payroll and accounts payable.
- Knowledge of laws, ordinances, statutes, and regulations of the management of a water agency and controlling the preparation of and maintenance of accounting records including issuance of payroll.
- Ability to work with vendors to resolve payment issues.
- Knowledge of general and subsidiary ledger functions and requirements.
- Proficient, effective, and accurate at using word processing, presentation, and spreadsheet software, and at using 10-key adding machines by touch.
- Familiar with governmental accounting software, which includes accounts payable, payroll, and accounting systems.
- Ability to understand and carry out verbal instructions.
- Ability to read and understand water agency terminology.
- Ability to read and understand accounting terminology.
- Ability to make mathematical calculations with speed and accuracy.
- Ability to establish and maintain cooperative and respectful working relationships with those contacted in the course of work, and to interact with the public and Board of Directors in a prompt, courteous, patient, polite, productive, and efficient manner.
- Ability to maintain accurate records.

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- Ability to recommend improvements in Accounting Technician job-related policies and procedures.
- Knowledge of applicable safety standards and requirements.

3. Physical Demands:

- Possess the ability to lift and/or carry objects (no greater than 20 lbs.) on an infrequent basis.
- Ability to bend, twist, turn, push, pull and reach routinely, as well as perform repetitive motion tasks.
- Ability to stoop, kneel, and crouch routinely.
- Ability to sit for extended time periods and use office equipment, such as computer keyboards and terminals, telephones, 10-Key adding machine, copiers, and fax machines on a regular basis.
- Ability to hear and see within average ranges with or without correction.
- Ability to travel by automobile in conducting Agency Business.

4. Special Requirements:

- Maintain valid California Class C Driver's License.
- Proof of a good driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.
- Position subject to extended work hours, evening meetings, and periodic travel.
- First Aid and CPR Training Certification.

F. REASONABLE ACCOMMODATIONS

In accordance with the Americans with Disabilities Act, the Fair Employment and Housing Act, and Agency policy, absent undue hardship or direct threats to the health and safety of employee(s), the Agency provides employment-related reasonable accommodations to qualified individuals with disabilities, both applicants and employees, to enable them to perform essential job functions.