



Job Description

Department: Finance

Status: Non-Exempt

Job Title: Staff Accountant/Customer Service Rep

Reports to: Finance Director

Date job description last revised: June 2022

GENERAL DESCRIPTION OF DUTIES:

This position is primarily responsible for supporting the daily accounting and customer service activities of the office to include, utility payment processing, guiding customers in online bill pay set up and maintenance, entering customer payments and providing information to walk-in customers, support and assist in a secondary capacity in the processes of accounts payable and utility billing. Reconcile accounts including the monthly bank reconciliation, manage accounts receivable and serve as a deputy local registrar (issuing birth and death certificates). This position runs financial reports, analyzes and interprets information and performs other financial and some clerical duties. Must understand basic general accounting principles and internal control concepts, be proficient with accounting software applications and excel spreadsheets, detail and deadline oriented and exhibit strong interpersonal skills.

REPORTING & ORGANIZATIONAL RELATIONSHIPS:

Reports to the Finance Director and provides information and support to all employees and departments related to accounting and financial matters.

ESSENTIAL DUTIES:

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The City of Salida retains the right to modify or change the duties or essential and additional functions of the job at any time.

- Process cash payments for utility bills, court fees, VIN inspections, birth & death certificates and other miscellaneous transactions.
- Greet customers in a friendly manner in person and over the telephone. Answer questions and/or direct inquiries to the proper person to meet their needs.
- Act as back-up to utility billing process which would require obtaining an understanding of rate structure, municipal code related to water and sewer charges, and learning the software utilized for billing.
- Act as back-up to accounts payable function which would entail gaining an understanding of the City's chart of accounts to be able to review coding for accuracy; enter and post invoices accurately and efficiently; match charge slips or invoices with statements for high volume vendors; review expenses for compliance with City's Purchasing Policy; generate automatic payments and checks; research and resolve vendor inquiries. Maintain W-9 files.
- Prepare monthly bank reconciliations, resolve outstanding checks, returned items and all discrepancies reported, and process any journal entries needed.

- Generate system invoices for contractual payments (ex: monthly rents) and miscellaneous transactions and mail monthly invoices; track all departments AR payments to the City, create service charge invoices on past due accounts and assist with past due collections.
- Understand system generated financial reports and processing options; run reports and/or export data, as needed; create and/or update excel schedules used in financial reporting and analysis.
- Prepare monthly payment of bills disclosure for newspaper and post information on the City website.
- As a Deputy Registrar, is jointly responsible for processing birth and death certificates, completion of training required by the state and for ensuring full compliance with all state regulations.
- File / maintain records in compliance with the Document Retention Policy.
- Support the Finance Director and other department staff by researching budget variances, assisting with documenting policies and procedures, copying invoices and supporting documentation for grant administration and/or special projects, researching financial records, drafting correspondence, and other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

Must understand accounting concepts and US GAAP and possess an understanding of basic internal controls. Proficiency with accounting software packages (Tyler Incode a plus), Excel, Word, internet applications required. Self-directed, detail-oriented professional who works efficiently and independently, but also collaborates with co-workers. Must be able to solve problems independently, make sound decisions, and learn new software systems. Must have strong customer service and verbal / written communication skills. Must be able to effectively switch between accounting / administrative work and serving customers, as needed.

EDUCATION AND EXPERIENCE

Bachelor degree in Accounting required. Three to five years relevant experience with increasing responsibility maintaining accounting records including handling cash and balancing a cash drawer, processing A/R, A/P and G/L transactions and preparing financial reports.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

Work is performed in an office environment requiring extended periods of time sitting in front of a computer screen and periods standing at a customer counter. Hours are M-F 8am to 5pm; may occasionally require longer hours. Must be able to lift 20 pounds on an intermittent basis. The small office setting requires a strong work ethic where all employees are expected to cross train and assist others as needed to cover staff absences and busy periods.

PAY/SALARY RANGE:

\$54,059 to \$81,099 Annually. Hiring range up to \$58,000 Annually.

GENERAL DESCRIPTION OF BENEFITS:

The City offers a full benefits package for this position including medical/dental/vision insurance plans, 401(a) and 457 retirement plan options with employer match, Personal Time Off accrual, life insurance, short-term and long-term disability benefits, and a swim benefit at the Salida Hot Springs Aquatic Center.