

# ***Humboldt Bay Municipal Water District***

## **ACCOUNTING TECH I – A5 (Formerly Customer Service and Accounting Assistant) Position Description**

### **GENERAL PURPOSE**

Under general supervision completes retail utility billing functions

Under general supervision provides a wide variety of support for all administrative, accounting, and bookkeeping functions and positions

### **ESSENTIAL FUNCTIONS AND DUTIES**

#### **1. Customer Service**

- A. Responsible for phone coverage, answering all calls, routing caller appropriately
- B. Greets public, directs appropriately

#### **2. Retail Utility Billing**

- A. Processes retail utility billing, late notices, payments, and bank deposits
- B. Responds to inquiries from retail customers
- C. Works with Essex Customer Service Staff to process work orders (start/stop service, meter issues, non-payment lock-offs)
- D. Performs monthly analysis of water consumption and account activities
- E. Provides data to Accounting Tech II position for monthly reconciliations
- F. Other Retail Utility Billing duties as assigned

#### **3. Support to Accounting Specialist I/II Position**

##### **A. Payroll:**

- 1. Preliminary review of employee time cards
- 2. Other payroll duties as assigned

##### **B. Accounting:**

- 1. Processes requisitions and purchase orders as assigned
  - a) Communicates with all District staff regarding missing/needed documentation
  - b) Ensures all purchases are coded and approved correctly and have auditable supporting documentation
  - c) Ensures products/services are fully documented as received prior to payment
  - d) Assembles and verifies documentation provided to Accounting Specialist I/II position for payment

2. Other Accounting duties

- a) Processes Remat/PG & E payment, reconciliation, and documentation
- b) Assists with records retention/destruction, following established policy

4. **Back-up to Accounting Tech II Position as needed**

- A. Retail Utility Billing, all aspects
- B. Customer Service

5. **Other Duties**

- A. Provides general administrative support
  - 1. Picks up and drops off mail
  - 2. Maintain Employee Safety Training and Certification Files, creates annual Safety Awards Certificates
  - 3. Maintains office supply inventory
  - 4. Maintains supply list and supplies for Emergency Backpacks for staff & works with Board Secretary to maintain Directors Emergency Backpacks
  - 5. Maintain calendars for Cleaning, Ruth Cabin, Board Room, and Park
  - 6. Assists the General Manager, Superintendent, and Business Manager in Emergency Operations Center (EOC) activities or other emergency events
  - 7. Research, gather, and organize information from District records or other sources as assigned

**REQUIRED KNOWLEDGE, SKILLS, and ABILITIES**

1) **Office skills and abilities**

- A. Able to use telephone, computer, copier, fax, scanner, and postage machine
- B. Office methods and procedures, including filing, record keeping and reporting systems
- C. Able to use computer software such as word processing, database and spreadsheet applications
- D. Able to input and retrieve data, produce letters, reports, graphs and spreadsheets

2) **Communication skills and abilities**

- A. Ability to deal intelligently, tactfully, and courteously with customers, the public and District staff
- B. Work cooperatively and communicate well with others - both verbally and in writing;
- C. Understand and carry out oral and written directions
- D. Strong verbal communication skills, including reception and telephone skills
- E. Written communication skills including the use of proper English, spelling, grammar and punctuation, and an ability to compose routine correspondence

3) **Technical skills and abilities**

- A. Think critically to address accounting support tasks

- B. Basic arithmetic skills
- C. Utility billing system or related experience.
- D. Basic bookkeeping and/or accounting experience

#### **REQUIRED TRAINING AND EXPERIENCE:**

- A. Any combination of training and experience that provides the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be: High school diploma or GED, Community College, technical or other course work relevant for position
- B. Two-to-three years of experience in customer service, office administration or accounting/human resources support functions sufficient to demonstrate the ability to perform the required duties and work in an independent manner

#### **SPECIAL REQUIREMENTS & ESSENTIAL PHYSICAL ABILITIES**

- A. Possession of a valid California's Driver's license
  - (1) Must be able to operate a motor vehicle
  - (2) Proof of a good driving record, free from multiple or serious violations or accidents, and in accordance with any standards of the District's insurance carrier. Compliance with these requirements and established District vehicle operation standards are a condition of employment.
- B. Must be able to qualify for fiduciary bonding
- C. Must be available to work evenings, weekends, or holidays in the event of an emergency or other significant operational requirement
- D. Individuals selected for appointment to this position must pass a pre-employment medical examination which the District pays for. In addition, the person selected for appointment to this position may be required to have a pre-employment drug screening. The examination is intended to evaluate the applicant's ability to meet the physical and health requirements for this classification.
- E. Must be able to sit for extended periods of time
- F. Must be able to perform minor physical activities which involve bending, lifting and reaching