

## ACCOUNTING TECHNICIAN

### JOB DESCRIPTION

CITY OF PHOENIX

Last Updated: July 2024

**Employee Group: Represented**

**FLSA: Non-exempt**

**Salary: \$20.89|\$21.94|\$23.04|\$24.18|\$25.39|\$26.66**

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#### GENERAL DESCRIPTION:

Perform a wide variety of basic to complex bookkeeping/accounting duties for the city. Incumbents are responsible for performing Utility Billing Clerk duties including data entry, new account origination, service request coordination, and handling cash. Additional duties include accounts payable and receivable postings, customer service, and other routine accounting activities. Serves as backup to the receptionist/cashier position and provides general administrative support. Work assignments may be initiated by the accountant.

This position directly reports to the Finance and Administrative Services Director.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The duties and responsibilities are not to be construed as all-inclusive. The essential duties will include other responsibilities as assigned and required.*

##### Utility Billing:

- Maintains utility billing system. Performs the billing, collecting, adjusting and reconciling of accounts in accordance with the utility ordinances. Initiate utility service work orders including new services, disconnects, reconnects, shutoffs and service issues. Maintains utility billing cycle calendar. Coordinates mailing of utility billing with third party mailing service. Processes and maintains applications for new accounts, pre-authorized payments, and payment arrangements.
- Manage utility account deposits and credit balance refunds.
- Prepare utility billing articles for the quarterly newsletter.
- Provides courteous and professional customer service to utility customers on the telephone, via email contact, and face-to-face interaction and responds appropriately to written correspondence.
- Acts as front-line support for issues with utility billing software. Communicates with software vendors to receive help and fix any issues.
- Prepares, interprets and analyzes utility reports and statistical information.

##### Accounts Payable:

- Processes accounts payable invoices, including distribution of invoices to departments, review of invoices, purchase orders and receiving documentation for proper coding and approvals, data entry of invoices. Prepares checks for signature on approved invoices and uploads positive pay file to bank.
- Maintains electronic and office files for accounts payable including keeping up to date filing system,

archiving files and determining retention dates based on Archives Division/OAR schedule.

- Provide Grant Administrators with electronic copies of payments for grant reimbursement processing.
- Accurately and efficiently processes monthly credit card statements for all departments. Makes timely payment to ensure no late fees are charged. Maintains files based on archives, OAR schedule.
- Initiates new vendor setup, including W-9 verification. Assists accountant with 1099 processing.

**Administrative Support:**

- Serves as backup for cashier/ receptionist, including answering telephone and routing calls, and assisting customers in person.
- Assists with payment processing, preparation and balancing of daily deposits and electronic deposits in the absence of cashier.
- Provides administrative support to the administration and finance staff as needed.
- Provides backup for other office positions in order to provide coverage for absences.

**NECESSARY KNOWLEDGE, SKILLS & ABILITIES**

*To successfully perform this job, one must possess the following:*

1. **Knowledge** of modern office practices and procedures, business English grammar, spelling, vocabulary, and punctuation, and letter writing., appropriate cash handling procedures; record keeping practices; working knowledge of computers and software applications.
2. **Ability** to work independently, make basic mathematical computations accurately, work on multiple projects at the same time, exercise good judgment, communicate effectively both verbally and in written form, interpret and apply administrative and departmental policies and procedures, anticipate customer needs and give high priority to customer service and satisfaction, develop alternative solutions and recommendations in support of stated goals, and work with staff and accept direction on employee related improvements.
3. **Skills** necessary to effectively perform the duties and responsibilities of the position, including: excellent communication skills; advanced computer skills including data entry, spreadsheet, word processing, and database applications; and, excellent attention to detail. Must be able to understand and follow oral and written instructions, learn clerical tasks readily, and adhere to prescribed departmental routines and policies.

**JOB QUALIFICATIONS**

*Job education and prior work experience requirements are minimum standards. Equivalent combinations of education, training and experience which ensure the ability to perform the work will be considered.*

**Education:** Minimum High school graduate/GED; preference given to post-secondary education with coursework in administrative functions including general office practices, accounting and

computers. Associate Degree in Business Administration or Accounting desirable.

**Prior Experience:** Three years of experience or training, including front line customer service, general office practices, accounting and computers. Bilingual proficiency in Spanish desired.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, walk, reach, bend, kneel, stoop, twist, crouch, crawl, climb, balance, see, talk, hear, smell, and manipulate objects. Manual dexterity and coordination are required for more than half of the daily work period, which is spent either sitting while operating office equipment such as computers, keyboards, 10-key, telephones, and other standard office equipment or driving to meeting locations. The position requires a degree of mobility and moving materials weighing up to 5 lbs. frequently, up to 10 lbs. occasionally, and up to 40 pounds infrequently. This position requires both verbal and written communication abilities.

**WORKING CONDITIONS:**

While performing the duties of this position, the employee is generally working indoors in an office environment. The office setting does not expose the employee to hazardous conditions. The noise level in the office environment is usually moderate and lighting is adequate.

**ACCOMMODATIONS:**

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.