JOB DESCRIPTION

Coachella Valley Water District  Date:  March, 2012

TITLE:   Accounting Technician  SECTION:  Customer Billing

DEPARTMENT:  Service

REPORTING RELATIONSHIP:

Reports to:  Customer Billing Supervisor

Supervises the following positions:  Not Applicable

DEFINITION:  This is the third level in a three level Billing series.  Incumbents conduct advanced accounting operations.  They organize and manage desk workloads by setting priorities and deadlines, and making prompt decisions.  Duties include maintaining databases, compiling periodic reports and journals, interpreting and applying codes and legal documents, plats and maps and other electronic property records.  Incumbents may review contracts and bankruptcy claims and adjustments, reconcile receivables and process collections, maintain domestic and canal water availability, and manage tax roll transfers.  Incumbents perform advanced customer service working with irate customers and resolving complex issues.  Duties include research and correspondence with other government agencies.  Incumbents may coach and train Senior Accounting Assistants and Accounting Assistants and may perform those duties as necessary.

ESSENTIAL FUNCTIONS:

1. Reviews, analyzes, audits, reconciles, monitors, and maintains accounts in assigned area of responsibility, which may include: cashiering, including balancing and reconciling accounts; reviewing contracts and bankruptcy claims and adjustments; reconciling receivables and processing collections; preparing payroll-related tax payments; maintaining domestic and canal water availability; and/or, managing tax roll transfers

2. Monitors and maintains a variety of data and information, which may include: private well users, well readings, well billing, effluent water use, multi-unit dwellings, delinquent accounts, tract inspections, investment schedules, interest schedules, fuel readings, water and sewer availability, and/or other related information.

3. Receives, processes, and/or prepares a variety of receipts, invoices, billings, statements, payments, fees, payroll data, and/or other related information, which may include: coding data, creating new vendor numbers, ensuring appropriate approvals, handling returned checks, running reports, filing paperwork, and performing other related duties.
ESSENTIAL FUNCTIONS (Cont.):

4. Assists customers and employees with requests for information over the phone and in person; researches and resolves complex problems with accounts and/or other related issues.

5. Performs other duties of a similar nature or level.

MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Experience: Seven years of directly related experience requiring advanced computer skills including data entry, spreadsheets, and word processing, and use of a 10-key calculator by touch; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Customer service experience preferred.

Knowledge of:
- Advanced principles, methods, and practices in area of responsibility;
- Data Mining;
- Customer service principles;
- Mathematical concepts and principles;
- Office procedures, methods, and equipment;
- Automated accounting software packages;
- Basic accounting principles and practices;
- Data entry techniques;
- Cash handling and bank deposit procedures;
- Applicable Federal, State, and/or Local laws, rules, and regulations;
- Recordkeeping principles;

Abilities:
- Proficient in Excel and Word;
- Proficient in Access, Cognos and/or Monarch highly desired;
- Assign and prioritize work;
- Provide customer service;
- Analyze complex data and prepare summaries;
- Reconcile accounts;
- Understanding and ability to research general ledger;
- Interpret and apply applicable Federal, State, and/or local laws, rules, and regulations;
- Analyze and resolve problems;
- Perform mathematical calculations;
- File and maintain records;
- Maintain databases;
- Mediate conflict;
- Audit and/or reconcile financial records and information;
MINIMUM QUALIFICATIONS (Cont.):

Abilities (Cont.):  - Perform data entry;
- Operate standard office equipment;
- Tabulate, record, and balance transactions;
- Research account discrepancies;
- Handle multiple tasks simultaneously;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Education:  College degree in accounting, finance or business administration highly desired.

PHYSICAL REQUIREMENTS:

1. Sits for prolonged periods of time.
2. Operates a computer workstation and a ten-key calculator.

Driving:  Light

See Human Resources for physical assessment form.