

CODE: 1344
FLSA: NON-EXEMPT
GRADE: 10

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: FINANCE TECHNICIAN – REVENUE OPERATIONS
REVENUE OPERATIONS DIVISION
FINANCE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of moderate to complex clerical, and accounting tasks in accordance with governmental accounting standards, and generally accepted auditing standards. Work involves recording all Finance receipts and responding to counter and telephone customers; balancing daily bank deposits; collecting all non-sufficient fund checks; maintaining petty cash for Town Hall; developing and coordinating the conversion and loading of county real estate data to the Town financial system database to be used to produce the real estate tax bills for all Town parcels; verifying, maintaining, and recording the collection of real estate taxes; performing real estate customer service; verifying and posting cash receipts; handling payment problems and disgruntled citizens' concerns; reconciling cash receipts to supporting documentation; reconciling employee flexible spending accounts; producing outside billings; auditing and reconciling credit card activity; providing back-up support for Accounts Payable and Purchasing positions; developing operational manual; analyzing and auditing operations; researching policy and procedures; and performing system analyst projects. Reports to the Director of Finance/Treasurer

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Finance Technicians – Revenue Operations perform a variety of moderate to complex clerical, and accounting tasks according to assigned work and/or supervisor. Duties may include the following:

Performs daily bank closing and deposit for all Town funds; verifies balancing to receipts and money; collects non-sufficient funds checks.

Balances and distributes petty cash receipts.

Coordinates the semi-annual billing process to insure bills are mailed to residents on a timely basis and information is made available electronically to mortgage companies for the payment of taxes from escrow accounts.

Develops and coordinates necessary programs and procedures to maintain and accurately load county data into the real estate database; performs the conversion of billing data provided electronically by Fairfax County to the real estate database.

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Performs billing and collection of real estate taxes; maintains property records; posts payments.

Performs real estate customer service by telephone and in-person; assists mortgage companies with billing questions.

Coordinates, analyzes, and summarizes information being compiled to allow credit card services to be offered to residents/customers; prepares accounting processes and procedures associated with offering credit card services.

Assists Director and Deputy Director of Finance in the review and evaluation of finance system software packages being considered for purchase.

Performs ongoing special projects as required by the Director of Finance.

Accepts, processes, records, and posts cash receipts to Finance database; performs daily balancing/auditing of cash receipts and receipt documentation; prepares bank deposits for all Town funds.

Assists the public with water and sewer bill payments, tax payments, dog licensing, vehicle registrations, and other required Town fees; explains Town code and requirements to citizens; resolves payment problems; handles disgruntled citizens' complaints.

Performs daily review of Town credit card charges to insure that all charges are valid; complies with Town purchasing procedures; ensures adequately supported by documentation; resolves any discrepancies or errors with employees or with the credit card service provider.

Reconciles employee flexible spending balances; resolves any discrepancies with the plan administrator.

Prepares miscellaneous outside billings as necessary for transactions for which the Town needs to be reimbursed.

Provides support for other Finance operations as necessary; prepares, verifies, and processes invoices for payment; produces and clears checks; prepares and maintains necessary records and reports; interacts with Town vendors on billing and payment issues and problems as they occur; reviews purchase requisitions for compliance with the Town procedures; processes, enters, and edits purchase orders that will be distributed to Town vendors and various Town departments.

Develops manuals for the various Finance operations.

Trains the department staff in cashiering and other functions.

Receives and/or reviews various records and reports such as checks and receipts; validated deposit slips; non-sufficient fund checks received; petty cash voucher; journal entries; real estate data from Fairfax County for every parcel in the Town; real estate bill payments and correspondence; daily credit card information on charges, credits, and fees incurred by the Town of Vienna; cash receipts and supporting documents from fee and revenue collections; employee flexible spending daily account activity reports and monthly summary reports; etc.

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Prepares and/or processes various records and reports such as bank deposits; letter to customer; daily cash reports; real estate files, bills, and reports; real estate data file for use by mortgage companies that are posted on the Town website; new and revised Finance procedures relating to the Finance Counter; daily bank deposits/reconciliations; flexible spending reconciliations; etc.

Refers to Town Code; Town policies; Town real estate billing information by parcel; information on the Town water/sewer and licensing database; general ledger transactions; online credit card transaction reports; Finance Department files for residents, Town vendors, and Town businesses; policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as calculator, cash register, fax machine, copier, switchboard telephone, personal computer, printer, adding machine, etc.

Uses a variety of supplies such as stamps, paper, envelopes, writing instruments, letterhead paper, general office supplies, etc.; and a variety of computer software such as Pentamation, Microsoft Excel, Microsoft Outlook, Microsoft Word, Turchetta, etc.

Interacts and communicates with various groups and individuals such as the Director of Finance/Treasurer, other Town department employees, Fairfax County staff, current or potential contractors/vendors, and the general public.

ADDITIONAL JOB FUNCTIONS

May provide switchboard relief including answering incoming call, greeting visitors, posting and sorting incoming and outgoing mail, etc.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's Degree in accounting, business administration, or other relevant field, supplemented by one to two years of bookkeeping or administrative experience; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including basic office machinery, computer, telephone, etc. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of five to ten pounds.

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Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisors.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, financial statements, correspondence, etc. Requires the ability to prepare financial reports and statements, invoices, records, correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds and in a variety of technical and/or professional languages including accounting/budgeting.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

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PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Revenue and Disbursement Operations Division of the Finance Department as they pertain to the performance of duties of the Finance Technician – Revenue Operations. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the Department and of related departments and agencies. Has considerable knowledge of the functions and interrelationships of the department and other agencies. Has knowledge of modern office methods and practices, including record-keeping systems. Has excellent clerical skills. Has knowledge of computer applications and their utilization as related to tasks and responsibilities; is skilled in the use of computers for word processing, spreadsheets preparation, and finance/general ledger software applications. Is able to help compile, organize, and utilize a variety of financial information necessary in the preparation of department reports. Has knowledge of and skills in accounting. Is able to read and interpret all types of financial documents, reports, technical manuals, and related materials pertaining to the responsibilities of the job. Has knowledge of how to prepare financial reports, records, invoices, correspondence, and other accounting documents. Has the mathematical ability to handle required calculations accurately and quickly. Is able to offer assistance to co-workers and employees of other departments as required. Is able to use independent judgment as needed in performing routine tasks. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Is able to schedule daily activities and to establish short- and long-term priorities in order to meet established goals. Is able to learn and utilize new skills and information to improve job performance and efficiency.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all organization departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the organization.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, organization policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to organization policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

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Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with organization policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the organization.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the organization and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.