

CITY OF HUNTINGTON BEACH
CLASS SPECIFICATION



TITLE: ACCOUNTING TECHNICIAN SUPERVISOR

PERSONNEL COMMISSION APPROVAL: DECEMBER 18, 2019 (REVISED)
COUNCIL APPROVAL: DECEMBER, 2001

JOB CODE: 0294
EMPLOYMENT STATUS: REGULAR FULL-TIME
UNIT REPRESENTATION: MEA
FLSA STATUS: NON-EXEMPT
EEOC CODE: ADMINISTRATIVE SUPPORT

JOB SUMMARY

Under general supervision, supervises technical and administrative support staff performing customer account maintenance and billing, providing customer service; and performs other duties as required within the scope of the classification.

SUPERVISION RECEIVED AND EXERCISED

Reports to: Finance Manager

Supervises: Administrative support, technician, and part-time staff

DISTINGUISHING CHARACTERISTICS

The Accounting Technician Supervisor supervises the Customer Service office and participates in complex technical accounting activities. It is distinguished from the lower class, Senior Accounting Technician by the complexity of assignments and scope of supervisory responsibility.

EXAMPLES OF ESSENTIAL DUTIES

- Assigns work to staff and reviews completed work for accuracy; trains new staff and provides continuing on-the-job training to existing staff;
- Oversees office operations to ensure quality customer service; performs more complex accounting assignments;
- Receives and reconciles billing or service-related complaints; corresponds with customers verbally and in writing on a variety of issues;
- Supervises and authorizes customer bills, credits, back billings or other adjustments such as debits, credits or refunds;
- Reviews system reports for accuracy or to identify data entry errors; audits records and files associated with various business transactions;

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- Verifies and reconciles accounts receivable and/or payable transactions, reconciles incorrectly posted or rejected payments; balances transactions at end of day; maintains internal cash controls;
- Performs account maintenance; retrieves, tabulates and audits data and prepares periodic activity or statistical reports;
- Researches account information, payment history and accuracy before preparing account for write-off and collection;
- Supervises, coordinates and oversees the processes that verify, consolidate and deposit all funds accepted by the City;
- Oversees and performs accounts payable functions
- May act as backup for preparing deposits and printing checks;
- Facilitates quality service to both internal and external customers;
- Creates and reviews reports and control systems for maintaining and improving customer service;
- Interviews, trains, and motivates employees, prioritizes, assigns and evaluates work, drafts performance evaluations, recommends disciplinary action according to established City procedures;
- Cross-trains employees for job enrichment and to ensure coverage;
- Investigates and responds to complaints or disputes and intervenes in more difficult issues;
- Interprets policies, interacts with the public, other agencies, vendors, attorneys and other departments;
- Oversees maintenance of all files and records associated with utility billing and customer accounts;
- Orders supplies and materials; reviews and approves invoices for payment;
- May perform back-up duties for other positions within the work group;
- Attends professional training to stay abreast of industry best practices;
- Reports to work as scheduled and works a variety of schedules including evenings, weekends and holidays as required;
- Maintains a regular and consistent attendance record;
- Travels to offsite locations within and outside the City;
- Performs other related duties as required.

The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.

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MINIMUM QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Federal, state, and local laws and regulations pertaining to municipal accounting
- Principles and practices of financial record keeping, reporting, and budgeting
- City and departmental policies and procedures
- Principles and practices of customer relations
- Finance operations, billing and bill collection, bookkeeping and accounting procedures
- Payment processing and receipt processing procedures
- Standard business software, including word processing, spreadsheet, presentation and database programs, as well as specialized accounting software
- Business math and letter writing
- Quality service principles and practices
- Office management and public relations
- Principles and practices of supervision, training, and performance evaluation

Ability to:

- Select, supervise, train, and evaluate assigned staff
- Read, interpret, and explain policies and procedures
- Perform mathematical computations used in accounting
- Accurately record and retrieve information
- Meet prescribed deadlines with attention to detail
- Utilize appropriate interpersonal skills when interacting with diverse communities or confrontational individuals
- Maintain and follow department processes and regulations
- Operate standard office equipment including personal computers, spreadsheets or other standard software applications and specialized financial systems
- Communicate effectively in oral and written form establish and maintain effective working relationships with residents, City staff and supervisors

Education: An Associate's Degree in Accounting, Finance, Business or related field. A Bachelor's degree in a related field is preferred.

Experience: Three (3) years of accounting or bookkeeping experience, including one (1) year of supervisory experience. Experience working for a public utility preferred.

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Certifications/License: A valid California Class C driver license and an acceptable driving record are required by time of appointment and during course of employment.

SPECIAL CONDITIONS

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

Public Employee Disaster Service Worker: In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Tasks involve the ability to exert physical effort in sedentary to light work including moving from one area of the office to another; lifting, carrying, pushing and/or pulling objects and materials of light weight (up to 15 pounds), and sitting, reaching, twisting, and leaning. Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/materials used in performing essential functions such as computer keyboards, calculators, copiers, and other office equipment. Requires hearing and speaking to answer the telephone or respond to questions of co-workers, subordinates, or the general public.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

Rev. Nov 2019/pa