



## Accounting Specialist Lead - Billing

Department/Division:	Accounting
Reports To:	Finance Manager
Provides Direction To:	Not Applicable
FLSA Exemption Status:	Non-Exempt
Effective Date:	12/19/2024

### GENERAL PURPOSE

Under general supervision of the Finance Manager, to lead and coordinate the daily operations of the District's billing functions; to ensure accuracy of accounts, timely processing, and efficiency; to train and provide oversight to subordinate personnel; to provide professional staff assistance in assigned administrative functions; and to perform related duties as required.

### DISTINGUISHING CHARACTERISTICS

This is the lead level classification for positions that perform complex accounting functions requiring advanced knowledge of the terminology, procedures and practices used in accounting, cashing, internal controls, billing, collection methods, bank transactions and auditing. Incumbents lead, train and provide work direction to assigned accounting staff. Positions develop methodologies for adopting new accounting methods and processes. This class is distinguished from the Accounting Specialist III by the former class's exercise of lead responsibility for lower-level staff.

### ESSENTIAL FUNCTIONS

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.*

- Plans, organizes and coordinates the preparation of data and records for customer computer billing and performs and leads the work of others in performing a variety of billing tasks.
- Ensures accuracy of customer accounts, timely processing, and efficiency through implementation of various technology billing solutions.
- Trains and provides work direction to assigned staff; assists in the selection, training and evaluation of department staff.
- Provides oversight, reviews and recommends approval of checks.
- Coordinates the upload of meter readings and preparation of customer bills; organizes monthly meter reading schedules with the Water Distribution and Meter Services Supervisor to coordinate with billing schedules; assigns address and meter installation sequencing.

- Collaborate with District personnel relative to project activities, policies and procedures.
- Coordinates the maintenance of customer account records and files.
- Leads, coordinates, and participates in processing customer accounts, preparing and recording changes in service, closing of customer accounts, delinquency processes, computing and auditing of bills, initiating collection for past due accounts, recording and refunding customer deposits and the filing of customer records and account documents.
- Posts, balances and reconciles accounts to the general ledger; processes refunds for overpayments; computes special water billings.
- Prepares a variety of regularly required reports; reviews documents, records and reports for accuracy, completeness and conformity to District standards.
- Prepares spreadsheets for a variety of reporting statistics and for recording retention purposes; prepares and organizes documents for annual and internal audits.
- Modifies, develops, and implements policies and procedures as needed to meet the billing needs of the District.
- Collaborates with other functional departments to ensure the billing Departments' goals and objectives are properly aligned with those of the District including coordination of meter reading schedules, billing dates, customer complaints and serving customers.
- Notarizes documents, certificates and other statements for District needs.
- Process unpaid liens through Tax Roll process through County Recorders Department.
- Researches, evaluates, recommends and participates in implementations of technology solutions to streamline and improve existing processes related to customer and consumption information systems.
- Assists accounting and customer service as needed; assists with answering telephones, customer complaints and serving customers; participates in handling the more difficult technical billing inquiries or sensitive public contacts.
- Participates in District safety meetings.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

- Purpose, methods and practices of financial record keeping work.
- Principles of accounting, cashiering, internal controls, billing, collection methods, bank transactions and auditing.
- Business English, spelling and arithmetic.
- Pertinent federal, state and local laws, codes, regulations and ordinances affecting District Billing activities.
- Policies and procedures of the District.
- Principles of leading, training and providing work direction.
- Principles of business letter writing and basic report preparation.

- Modern office procedures, methods and equipment including computers.
- Safe work practices.

**Ability to:**

- Plan, lead, coordinate and perform a wide variety of difficult and specialized professional accounting work related to the billing function.
- Analyze data; prepare and maintain accurate accounting records and files.
- Select, train and evaluate subordinate clerical billing personnel.
- Use independent judgment in following through with instructions concerning the maintenance of financial records.
- Make mathematical calculations rapidly and accurately.
- Develop, interpret, apply and explain District policies and procedures related to Finance and billing activities.
- Analyze problems; identify, recommend, and implement solutions.
- Manage projects and achieve established goals.
- Establish and maintain cooperative working relationships with others; deal tactfully and courteously with the public.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Observe proper safety precautions.

**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:*

**Education:** An Associate degree from an accredited college or university in finance, accounting, business administration, information technology or a closely related field.

**And**

**Experience:** Five (5) years of progressively responsible professional experience in a computerized billing and accounting customer service function. Experience in a governmental or special district agency setting preferred.

**Licenses, Certificates; Special Requirements:**

Must possess an appropriate valid Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle or feel. The incumbent is frequently required to talk, hear, and to sit and reach with hands and arms. The incumbent is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The incumbent must regularly lift and/or move up to twenty- five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***