

City of Fort Worth, Texas Job Description

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| Classification Title | Senior Account Technician | | |
| Job Code: | CL5210 | Job Family: | Clerical |
| Pay Grade | 508 | Date Reviewed: | 07/19/15 |
| FLSA Status | Nonexempt | Date Revised: | 10/07/23 |

GENERAL SUMMARY

Performs complex and technical tasks associated with setting up, monitoring, and/or correcting varied customer accounts. Participates in complex tasks associated with collection and billing customer accounts. Processes and reviews technical documents and a variety of duties relative to the assigned area of responsibility.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Receives, reviews and distributes financial transaction documents including credit card accounts, purchase orders, invoices, customer service accounts, and vendor data. Some positions may lead, plan, train and review work of staff responsible for receiving, processing, monitoring and recording and balancing customer accounts.
2. Reviews maps and confirm location of water/wastewater mains, manholes, hydrants, pressure planes, water and sewer taps, in order to accurately apply fees to new water and sewer accounts or to assist current customers.
3. Inputs account data and assigns account numbers for companies and individuals. Receives and processes payments and applies to appropriate account. Analyzes and reconciles account balances with ledgers and adjusts as required.
4. Inputs contractor billings accounts and enters billing data information for contracted services. Receives and applies payments to appropriate account. Analyzes and reconciles account balances and adjusts as required.
5. Reviews delinquent payments and prepares clients letters. Checks tax rolls for delinquent revenue, prepares statements and calculates penalties.
6. Performs audits of accounts to verify information, billing, and data input accuracy. Makes adjustments and prepares special service billing as needed.
7. Maintains various ledgers, registers and journals according to established account classifications. Prepares, corrects or adjusts entries as necessary.
8. Prepares, update and maintains a variety of computer files, records and filing systems. Verifies and distributes information as requested.
9. Reviews files for new or delinquent clients and distributes work orders to initiate or terminate service. Initiates refund payments or credit to clients.

10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - City Codes, Regulations and Policies.
 - Principles and procedures of accounting.
 - State property tax codes.
 - Methods and techniques of maintaining journals and other ledgers.
 - Methods and techniques of setting up and maintaining a variety of accounts including loan and customer billing accounts.
 - Principles and procedures of financial record keeping and reporting.
 - Mathematical principles.
 - Principles of business letter writing and basic report preparation.
 - Principles of lead supervision and training.
 - Office equipment including computers and supporting word processing and spreadsheet applications.
 - Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
 - Making observations.
 - Making sound decisions.
 - Operating assigned equipment.
 - Using good judgment.
- **Ability to:**
 - Lead, organize and review the work of staff in assigned area.
 - Perform advanced accounting calculations and procedures including auditing and financial reporting.
 - Research and evaluate financial data, engineering data, and legal descriptions.
 - Interpret City ordinances and apply correct fees and charges.
 - Read engineering drawings, site plans, water and sewer maps.
 - Interpret and explain a variety of department issues and policies.
 - Prepare clear and concise financial reports.
 - Maintain a variety of financial records.
 - Communicate clearly and concisely, both orally and in writing.
 - Respond to requests and inquiries from the general public.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Associate's degree with major course work in accounting, finance or related field and three years of increasingly responsible technical accounting experience involving customer accounts, and collections & billing.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.