

## CITY OF BRISBANE

### PAYROLL AND UTILITY BILLING TECHNICIAN

#### **Definition**

Under the general supervision of the Administrative Services Director and the direct supervision of the Deputy Finance Director or Financial Services Manager, provides routine and complex administrative and technical support to the Director; maintains the City's payroll and utility billing system by applying established accounting principles and methods; performs complex data analysis for payroll, utility and other City related reports; perform related work as required.

#### **Class Characteristics**

This is an experienced level class in which incumbents with well-developed office skills and some familiarity with payroll, utility billing, accounting and finance concepts become competent to perform the day-to-day responsibilities of providing payroll and utility billing related information to the public and staff, performing payroll and utility billing processing, providing technical support to departmental staff, in addition to performing administrative duties to ensure the efficient service of the Finance Department. Responsibilities require the frequent use of tact, discretion, and independent judgment, as well as a knowledge of departmental and City activities. The work has many technical aspects, requiring the interpretation and application of policies, procedures and regulations and may involve extensive employee and public contact. This class is distinguished from the analyst classes in that the latter is a professional specialist with more general oversight in the area of expertise, while this class provides technical day-to-day support to all functional areas.

#### **Examples of Duties** (Illustrative Only)

- Performs complex and difficult accounting and financial support work within programmatic and procedural guidelines.
- Researches a variety of reports, records and documents to reconcile ledgers and journals and to produce a variety of specialized reports; may develop report formats and utilize varied databases.
- Answers questions, addresses issues, and provides information regarding complex and technical procedures and regulations to employees, vendors, contractors, the public and others.
- Provides information regarding payroll, utility billing and related accounting processes to employees and the public.
- Oversees the payroll and utility billing process; ensures that data submitted and payments made are correct; prepares tax, insurance and other payments.
- Process all employee payroll transactions such as appointments, promotions, pay increases, leaves, acting pay, and demotions.
- Conduct extensive research of payroll and utility billing records for problems and make necessary corrections.
- Contact and advise others on errors or changes in time cards.
- Sort and distribute payroll reports and time cards to departments.
- Respond to employee inquiries regarding payroll questions and related concerns and assist employees in understanding timesheet program and procedures.
- Prepares and distributes payroll tax forms and 1099's on an annual basis.
- Monitors customer account balances for utilities services and initiates collection procedures.
- Assures credit collection policies are consistent with sound business and financial policies, and are in compliance with City, State, and Federal rules and regulations.
- Reviews Utilities accounts receivables for delinquencies and handles difficult credit/collection problems.

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- Reviews delinquent closed accounts and authorize or assign them to collection agencies.
- Coordinates Utilities rate refunds, notification of customers, reconciliation of accounts. Conducts special billing investigations involving difficult problems.
- Makes determinations and resolves disputes.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; archive files as required.
- Records and verifies a variety of complex financial transactions; prepares and maintains records and a variety of periodic and special financial, accounting and statistical reports.
- Enters and retrieves information using word processing, spreadsheet and database software.
- Performs general office support duties, as required

### **Qualifications**

#### **Knowledge of:**

- Practices and techniques of automated and manual financial and accounting document processing and record keeping.
- Principles and practices of auditing and reconciling a variety of financial documents and records
- Policies and procedures related to payroll administration
- Policies and procedures related to utility billing administration
- Basic employment, benefits, and compensation principles and practices related to payroll processing.
- Codes, regulations, policies, memorandums of understanding, and procedures related to work.
- General accepted accounting principles and finance principles related to work.
- Standards for analytical reports and complex laws and regulations.
- Standard office administrative and clerical practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques
- Techniques for dealing effectively with the public and City staff, in person, in writing and over the telephone.

#### **Skill in:**

- Providing varied and responsible clerical and administrative work requiring the use of independent judgment, tact, and discretion.
- Interpreting and implementing policies, procedures, technical processes, and computer applications related to the department.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system for the department.
- Making accurate arithmetic, financial and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction and with frequent interruptions.
- Taking a proactive approach to customer service issues.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

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- Word processing at a net speed of 55 words per minute from printed copy.

**Education and Experience:**

Equivalent to graduation from high school, two years of support experience in payroll and/or accounting plus two years of experience in utility billing, which includes explaining procedures and regulations, preferably in a public agency setting. Possession of a Bachelor's Degree or technical training in accounting, finance, business administration or a closely related field is desirable and may be substituted for experience on a year-for-year basis.

**Licenses:**

N/A

**Physical Demands:**

Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer, and carry up to 20 pounds; vision to read printed materials and computer screen; and hearing and speech to communicate in person and over the telephone.

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Resolution: 2014-28

Former Titles:

Abolished: