



APRIL 2019
FLSA STATUS: NON-EXEMPT

FISCAL AND ADMINISTRATIVE TECHNICIAN I/II

DEFINITION

Under immediate (Fiscal and Administrative Technician I) to general (Fiscal and Administrative Technician II) supervision, performs a variety of routine to complex clerical and administrative duties in support of an assigned City department or division; support areas include, but are not limited to, administrative, operational and financial programs; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Fiscal and Administrative Technician I) to general (Fiscal and Administrative Technician II) supervision from assigned supervisory or management personnel. As assigned, may provide functional and technical supervision to interns or other part-time staff.

CLASS CHARACTERISTICS

Fiscal and Administrative Technician I - This is the entry-level class in the Fiscal and Administrative Technician series. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions at the Fiscal and Administrative Technician II level, and do not exercise the same level of independent direction and judgment in matters related to work procedures and methods. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Fiscal and Administrative Technician II - This is the full journey-level class in the Fiscal and Administrative Technician series. Incumbents at this level are responsible for performing the full range of clerical, administrative, operational, and financial program support duties assigned to the classification. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Administrative Secretary (Police Department) in that the latter provides secretarial and administrative support to the Chief of Police and department staff.

Positions at the Fiscal and Administrative Technician II level are normally filled by advancement from the Fiscal and Administrative Technician I level; progression to the positions at the Fiscal and Administrative Technician II level is dependent on (i) satisfactory work performance; (ii) the incumbent meeting the minimum qualifications for the classification; (iii) management affirmation that the position is performing the full range of duties within the assigned area, and (iv) management approval for progression to the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions at the Fiscal and Administrative Technician I level may perform some of these duties in a learning capacity.

- Administrative and Customer Support
 - Performing a wide variety of routine to complex clerical and administrative duties to support departmental or divisional operations.
 - Screening calls and visitors; answering the phone and directs incoming calls.
 - Processing incoming mail; receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
 - Assisting the public at front counter and directs public to appropriate locations and/or staff.
 - Responding to complaints and requests for information.
 - Working with internal departments and external agencies to provide and receive information.
 - Performing other duties as assigned.

- Writing and editing
 - Composing document content from rough drafts or verbal instructions, typing, formatting, and proofreading a wide variety of letters, documents, flyers, brochures, calendars, and memoranda.
 - Editing for punctuation, spelling, and grammar; suggests corrections.
 - Preparing and maintaining public information such as written newsletters and website content; creates, edits, uploads and deletes website documents such as press releases and public notices.

- Data management and processing, including cash management
 - Updating department websites.
 - Compiling information and data for administrative, statistical, and financial reports.
 - Error checking data; preparing and assembling reports, manuals, articles, announcements, and other informational materials.
 - Maintaining accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
 - Calculating, receiving, recording and processing fees and payments.
 - Creating, gathering, assembling, updating, and distributing a variety of department or City specific information, files, forms, records, and data as requested.
 - Maintaining and updating departmental record systems and specialized databases; entering and updating information with departmental activity, inventory files, and report summaries; retrieving information from systems and updates specialized databases as required.

- Policy and procedures knowledge of, applicability to, review and development
 - Assisting in interpreting and applying regulations, policies and procedures.
 - When assigned, developing and/or editing City policies and procedures for review and approval by management.

- Verifying and reviewing forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Scheduling and Coordinating
 - Scheduling meetings between City staff and other groups or organizations.
 - Arranging for necessary set-up and materials to be available at meetings.
 - Maintaining calendars and makes meeting arrangements.
- Document Management
 - Preparing, copying, collating, and distributing a variety of documents, including bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files.
- Procurement
 - Preparing/processing purchase orders and invoices.
 - Working with management or technical staff to identify and source needed materials ensuring compliance with City procurement policy; receives costs and submits to management for approval; generates, processes and tracks purchase orders; matches invoices to purchase orders.
- Professional Development
 - When assigned, providing functional and technical supervision to intern or other part-time staff.
 - Researching, scheduling and attending trainings.
 - Researching and participating in training courses specific to assigned area; coordinates and schedules training facilities when the City hosts or sponsors the courses.

Finance/Customer Service Functions

- Processes accounts payable; receives and reviews invoices ensuring proper authorization and account coding; enters and proofs data entry into system; processes monthly bills; prepares contract payments in compliance with contract stipulations.
- Processes accounts receivable; balances cash receipts; enters payments and adjustments into system; maintains payment ledgers; reviews open balances and adjusts as necessary.
- Performs central finance cashiering duties; calculates, receives, records and processes payments for utility billing, licenses and taxes, accounts receivable and other City fees; operates and balances cash register.
- Monitors daily and monthly banking activities; checks account balances; verifies account activities; reconciles and balances financial transactions. Monitors bank account for incoming and outgoing ACH activity (electronic transfers, deposits, etc.). Reviews and transfers credit card deposits between accounts, researches and corrects discrepancies, electronically sends daily deposit files to bank. Transfers funds between main account and sweep account. Posts electronic bank activity to daily cash sheet. Balances sweep account and zeros out at the end of the month.
- Prepares balance sheets, month-end closing entries and other documents supporting financial reporting.

- Processes animal control licenses and business licenses; assists the public in completing necessary application forms; mails applications and renewal forms; receives, records and processes payments.
- Performs account reconciliation functions; prepares journal entries; coordinates requests for incorporation of fiscal data from contracts or budget into the financial reporting system; provides support to City departments in correcting budget information.

Utility Billing Functions

- Processes utility billing; balances and records payments; prepares and records adjustments, service orders and change orders; processes data received from meter reading devices; prepares, proofs, and adjusts billing.
- New Accounts customer screening for ownership records, tenant rental agreements, ID verification, and prior account delinquencies.
- Performs outside contacts with property owners, property management companies, real estate and escrow agencies for facilitation of accurate service transfers.
- Works with banking institutions for foreclosures, collection agencies for prior customer delinquencies, and court documentation for bankruptcies.
- Works with Public Works and law enforcement for water meter tamper and theft of services, meter lock off, and watering violations notification, tracking and fines.
- Works with Water Manager to provide statistical data for customer water use and City annual water records for State reporting.
- Provide water and sewer records for various City departments and State reporting.

Payroll Functions

- Processes biweekly and quarterly payrolls reviews timecards for accuracy; calculates new information and any needed adjustments; proofs and corrects data entry; prepares vouchers for payment of payroll deductions; balances data to controls, and generates payroll reports.
- Processes new employees into City payroll system, and related provider benefit systems;
- Processes and maintains employee changes and/or terminations in payroll and related provider benefit systems.
- Tracks and manages all employee payroll exceptions and adjustments.
- Adds and maintains payroll pay code and benefit-deduction code system configuration tables.
- Processes bi-weekly and quarterly electronic banking files for employee payroll, payroll tax payments, and payroll vendor payments.
- Performs account reconciliations for all payroll vendors and processes adjustments as needed.
- Processes salary schedule adjustments or COLAs, employee step increases, retro pay calculations, employee advances, vacation and compensated time earned payout calculations.
- Processes advances for strike team pay, taking into account all associated taxes and payments.
- Prepares back-up documentation for intergovernmental agency reimbursements.
- Prepares and processes annual employee tax documents and filing of statutory employer payroll tax returns.
- Verifies unemployment claims, and processes quarterly unemployment insurance payments.
- Prepares quarterly and annual compliance reports.
- Schedules and attends webinars and other trainings related to payroll and finance.

Building and Planning Functions

- Receives and reviews building and planning applications; assists the public in completing necessary application forms; verifies that documentation is complete; calculates fees; routes applications to appropriate City staff; tracks applications from submission to approval.
- Reviews, interprets and provides information to the public on applicable local, State and Federal regulations, planning and building codes, ordinances, standards and guidelines.
- Accesses, enters and updates computerized plan check information into the tracking system and provides information to the public on the status of projects and permits.
- Provides assistance to building inspection staff in locating files and permit cards to resolve discrepancies on projects; prepares and coordinates inspection data; assists in gathering data for inspection reports and investigations.
- Receives complaints from the public on code enforcement related matters; researches issues; visits sites and documents situations; prepares notices and warning letters; coordinates inspections with building inspection staff.

Public Works Functions

- Participates in maintaining logs and records; prepares necessary reports and assists with regulatory agency reports, ensuring compliance and accuracy.
- Assists employees in keeping water licenses current and scheduling training as required.
- Tracks and records City property damage, obtains police reports, files insurance claims and prepares invoices for repair costs to City property.
- Records and processes labor/materials/equipment costs related to snow removal and bills State agencies as needed.
- Ensures an adequate inventory of office supplies, parts and equipment, and personal protective equipment for department employees; researches type and sources of equipment.
- Monitors fire alarm alerts and coordinates fire sprinkler inspections at various City buildings.

Fleet Functions

- Participates in maintaining vehicle and inventory logs and records; prepares necessary reports and assists with regulatory agency reports, ensuring compliance and accuracy.
- Ensures an adequate inventory of supplies, parts and equipment for operations. Researches type and sources of equipment, places vendor orders, tracks order shipments, and ensures repair order charge outs for parts.
- In coordination with management, prepares specifications for the acquisition of City vehicles and equipment.
- Configures system settings, reconciles inventory and updates pricing for fuel management and distribution system.
- Receives, reviews and processes repair orders and service requests.
- Keeps abreast of regulations concerning hazardous waste management and air quality compliance.
- Coordinates monthly safety meetings for Fleet staff and maintains safety training records for annual reporting.

The City practices cross-training of staff within this classification and may at times redistribute the above duties for this purpose.

QUALIFICATIONS

Positions at the Fiscal and Administrative Technician I level may exercise some of these knowledge, skills and abilities in a learning capacity.

Knowledge of:

- Services and operations of assigned department.
- Departmental and City policies and procedures.
- Methods and techniques of researching and compiling data for report preparation.
- Principles and practices of business correspondence development.
- Methods and techniques of developing and posting website content for assigned department.
- Business arithmetic and basic statistical techniques.
- Cash handling principles and practices.
- Methods and techniques of establishing and maintaining complex records systems.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology, electronic devices, and software programs related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Knowledge of governmental procurement principles.

Additional knowledge for the Finance and Customer Services assignment:

- Basic accounting principles and practices.
- Principles and practices of financial and statistical record-keeping.
- Principles and practices of payroll processing.
- Principles and practices of processing and recording a variety of financial transactions including accounts payable, accounts receivable and utility billing.
- Methods and techniques of preparing journal entries and bank wire transfers.
- Methods and techniques of reconciling accounts and ledgers.

Additional knowledge for the Utility Billing assignment:

- Ability to calmly and confidently interact with dissatisfied customers.
- Ability to perform breakdown of the customer utility billing consumption and base rates.
- Ability to decipher and convert utility data into comprehensive reports for various agencies.

Additional knowledge for the Payroll assignment:

- Ability to perform precise mathematical calculations when necessary.
- Knowledge of labor law and where to find the most current laws in effect.
- Ability to establish and maintain a payroll adjustment tracking system.
- Ability to maintain strict confidentiality regarding employees, salaries, etc.
- Ability to meet payroll and banking deadlines.

Additional knowledge for Building and Planning assignment:

- Knowledge of City building and planning rules and regulations as they relate to permit processing and the documents required for processing and approving building and planning project/permit applications and the use of methods and techniques for calculating permit fees.
- Code Enforcement for routine zoning, land use, building and safety codes, and regulations enforcement by the City; application of codes and regulations to specific cases; ability to learn, interpret and apply State and local codes and to keep abreast of new developments in municipal building/code enforcement.
- Works with City code enforcement staff on related matters; researches and documents issues and violations; as assigned, prepares notices and warning letters; coordinates inspections with the building inspections staff.

Additional knowledge for the Public Works assignment:

- Knowledge of sewer overflow and backup procedures and reporting requirements.

Additional knowledge for the Fleet assignment:

- Knowledge of rules and regulations as it relates to municipal fleet operations and maintenance.

Ability to:

- Perform a variety of administrative and financial support duties in assigned department.
- Respond to and effectively prioritize multiple requests for assistance.
- Diagnose and resolve customer service related issues in a timely manner.
- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Research and compile information and data for reports and related documents.
- Make accurate arithmetic computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand the organization and operation of the City and outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- Establish and maintain complex filing systems.
- Demonstrate strong customer service skills.
- Operate modern office equipment, including computer equipment and software programs relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within established procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Fiscal and Administrative Technician I /II = Equivalent to the completion of twelfth (12th) grade; and

Fiscal and Administrative Technician I – One (1) year of general clerical experience.

Fiscal and Administrative Technician II - Two (2) years of general clerical experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Class C California Driver's License within 180 days of appointment to the position.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; some positions may be required to operate a motor vehicle and to visit various sites to conduct the City's business; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects with an average weight of 25 pounds, and up to 50 pounds with assistance from other staff members and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions. May be assigned to maintenance facilities which are partially outdoors and are exposed to loud noise level, hot and cold temperatures, chemicals, mechanical and electrical hazards, hazardous physical substances and fumes, and animals and insects. Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures.