

## **City of Hermosa Beach**

### **ACCOUNT SPECIALIST Proposed Draft**

#### **Job Summary**

Under supervision, performs clerical and fiscal support duties related to cashiering, accounts receivable, business licensing, parking permits, and citation processing. Receives and processes payments, issues permits and licenses, maintains records, and assists the public and City departments with routine inquiries. Performs related duties as assigned.

#### **Examples of Duties**

Accesses, enters, updates, and maintains customer and account information in City systems; creates new accounts and generates routine reports.

Accepts, verifies, and processes payments for City services, permits, licenses, fines, citations, and other receivables in person, by mail, or through electronic systems; enters payments into cashiering systems, verifies receipts, balances cash drawers, and prepares daily reconciliation reports.

Assists customers, staff, and other City departments by providing information regarding City taxes, fees, permits, licenses, citations, and related requirements in person, by phone, and through electronic communication.

Prepares, processes, and issues notices, invoices, permits, licenses, and related correspondence; reviews applications and supporting documentation for accuracy and required information.

Enters, records, and issues business licenses, dog licenses, parking permits, taxi cards, bus passes, garage sale permits, and other related permits in accordance with City procedures.

Generates and reviews accounts receivable reports, invoices, and payment records; enters adjustments, tracks collections, and follows up on discrepancies or delinquent accounts.

Tracks and logs Transient Occupancy Tax remittances and other City payments; prepares periodic statistical, financial, and collection reports.

Verifies tax and fee calculations and reviews supporting documentation prior to processing payments and issuing permits or licenses.

Compiles and verifies data from multiple sources; enters information into cashiering, permitting, and financial systems; and generates reports as requested.

Maintains records of correspondence, payments, permits, licenses, and related transactions in accordance with City record retention requirements.

Receives and records citation appeals and administrative citation hearing requests and routes them to the appropriate department.

Coordinates with vendors, customers, and internal departments to resolve payment, invoice, permit, license, and account discrepancies.

Provides administrative support for departmental programs and projects, including research, data compilation, spreadsheet preparation, and report support.

Performs other related duties as assigned.

## **QUALIFICATION GUIDELINES**

**Knowledge, Skills & Abilities:** Knowledge of: basic clerical accounting duties; basic principles and procedures of financial record keeping; basic mathematical principles; customer service techniques, practices, and principles; office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases; basic pertinent federal, state, and local laws, codes, and regulations including the California Vehicle Code, municipal code, and occupancy code. Ability to: post and calculate mathematical computations rapidly and accurately and operate a ten-key calculator; learn operation of a word processor, printer, cash register, and other equipment as needed; perform tasks in accordance with established policies, regulations and ordinances; deal tactfully and effectively with the public and fellow employees; follow both oral and written instruction; type a minimum of 35 words per minute.

### **Minimum Qualifications**

#### **Education and Experience:**

*Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge would be:*

**Education:** Equivalent to graduation from high school

**Experience:** Two years of responsible clerical accounting experience.

**Licenses/Certificates:** Possession of a valid Class C California Driver's License with a safe driving record is required and must be maintained as valid during the course of employment.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

*In accordance with California Government Code Section 3100, incumbents are considered disaster service workers and must be available for call-back during major emergencies or disasters.*

Approved by the Civil Service Board:

Approved by the City Council: