

LEAD ACCOUNT SPECIALIST

Definition

Under general direction, the Lead Account Specialist performs complex clerical, fiscal, and administrative duties related to City revenue programs, including cashiering, accounts receivable, business licensing, and citation processing. This role serves as a lead worker, coordinating daily workflow, providing technical support to staff, and assisting the Revenue Services Supervisor with program activities and delinquent account management.

Distinguishing Characteristics

The Lead Account Specialist is the advanced lead-level class in the Account Specialist series. It is distinguished from the Account Specialist by the performance of more complex and difficult tasks requiring greater specialized knowledge, as well as the responsibility to provide lead direction, technical guidance, and training to lower-level staff. While the Account Specialist focuses on routine clerical and fiscal support, the Lead Account Specialist serves as a primary point of contact for troubleshooting system issues and resolving the most complex account discrepancies.

Examples of Duties

Workflow Coordination: Supports the Revenue Services Supervisor by coordinating daily workflow, providing technical direction to staff, and monitoring assigned tasks and program activities.

Payment & Revenue Processing: Accepts, verifies, and processes payments for City services, taxes, permits, and fines via multiple channels; balances cash drawers and prepares daily reconciliation reports.

Account Maintenance: Accesses, enters, and updates customer account information in City systems; generates routine and statistical reports; and tracks Transient Occupancy Tax (TOT) remittances.

Licensing & Permits: Reviews applications and issues business licenses, animal licenses, parking permits, and other City-issued permits in accordance with established codes and procedures.

Accounts Receivable: Generates and reviews invoices and payment records; enters adjustments, tracks collections, and researches/resolves complex account discrepancies or delinquent accounts.

Customer Support: Responds to complex inquiries from the public and City departments regarding taxes, fees, and ordinances; receives and routes citation appeals and hearing requests.

System & Admin Support: Troubleshoots revenue system/ERP issues; maintains financial records per retention requirements; and prepares spreadsheets and data for departmental projects.

Qualification Guidelines

Knowledge of:

Advanced principles and procedures of financial record keeping, elementary accounting, and internal control practices.

Modern office practices and equipment, including specialized ERP financial/billing software and cashiering systems.

Federal, state, and local laws, codes, and regulations, including the California Vehicle Code, Municipal Code, and occupancy tax regulations.

Techniques for providing technical direction and coordinating daily workflow for clerical staff.

Customer service techniques, mathematical principles, and data verification methods.

Ability to:

Operate complex ERP financial systems and use advanced Microsoft Excel for data analysis and reporting.

Research and resolve complex account discrepancies and troubleshoot revenue system issues.

Perform rapid and accurate mathematical computations and operate a ten-key calculator.

Communicate effectively, both verbally and in writing, with the ability to explain complex codes and ordinances to the public and staff.

Use sound judgment and maintain confidentiality when handling sensitive financial information.

Type at a minimum speed 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: High school diploma or G.E.D. is required. An Associate of Arts (A.A.) degree in accounting, business administration, or a related field is highly desirable.

Experience: Four (4) years of increasingly responsible experience in customer service, cash handling/reconciliation, and maintenance of financial records. At least one (1) year of this experience must be in a senior or project-lead capacity, preferably within a municipal revenue or finance environment.

Licenses/Certificates:

Possession of a valid Class C California Driver's License with a safe driving record is required and must be maintained throughout 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: