

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: FISCAL TECHNICIAN II**  
**DEPARTMENT: GENERAL SERVICES**  
**REPORTS TO: WATER METER MAINTENANCE SUPERVISOR**

**JOB CODE: 5010**  
**DATE: 2/08**

**JOB SUMMARY:**

Works independently performing work of moderate difficulty processing accounting and other financial transactions; processes accounts payables and/or receivables; processes and tracks purchase orders; monitors and tracks budget expenditures.

**ESSENTIAL JOB FUNCTIONS:**

Creates and maintains computerized database of backflow assembly owners; generates reports related to inspection, testing, and repair of devices; maintains annual and semi-annual testing records.

Generates and sends compliance notices to new and existing backflow assembly owners; sends follow-up and termination notices as required.

Assigns work orders.

Maintains meter replacement program to ensure compliance with AWWA standards.

Assists customers with applications for new utility services; maintains new customer database.

Responds, evaluates, resolves, and communicates customer concerns and complaints relating to water bills, sewer bills, late penalties, and consumption levels; records correspondence on customer accounts; arranges appointments between meter service technicians and customers; provides verbal and written responses to customer inquiries.

Receives utility payments; operates a cash drawer and makes change; performs calculations and verifies totals; balances cash drawer to prepare bank deposits; receives and reconciles monies and receipts from other departments.

Installs water service locations into the geographic information system.

Responds to inquiries and assists others in problem resolution; answers the telephone; takes messages; helps customers at the counter; opens mail and forwards to appropriate personnel.

Provides information to the public over the phone or in person regarding policies, regulations, programs, and procedures.

Reviews and researches customer accounts for misapplied payments, discrepancies, delinquencies, and ownership records.

Assists Billing Supervisor in accounting for and balancing daily receipts; ensures cash-on-hand is maintained at proper balance.

Assists with the generation of utility bills, final bills, final notices, and shut-off notices.

Operates leak detection program software; plots leaks in GIS.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal	Adding Machine	Calculator
General Office Equipment	Typewriter	Copier
Cash Register	Multi-Line Phone	Fax Machine

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and, two to three years of related accounting/clerical experience; or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

None.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Basic mathematical and statistical computations, including addition, subtraction, multiplication, division, percentages, and ratios.

Communicating clearly and effectively, orally and in writing.

Basic accounting procedures.

Computer and/or word processor applications related to the work.

Basic budgetary principles and practices.

General office policies and procedures.

City, state, and union rules and regulations.

**Skill in:**

Using tact, discretion, initiative, and independent judgment within established guidelines.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Performing basic mathematical and statistical computations.

Applying basic accounting procedures to financial operations.

Compiling and organizing information for report preparation.

Accurately proofreading reports.

Communicating effectively, orally and in writing.

Rapidly entering and retrieving information, within specified deadline, using a computer.

Typing at 30 wpm.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships with others.

Understand and carry out written and oral instructions.

Perform duties while sitting at a desk or table.

**Working Conditions:**

Work is performed in an office.