**CLASS TITLE:** FINANCIAL SERVICES REPRESENTATIVE  
**CODE:** 16573  
**MAJOR AGENCIES:** BCC  
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**CLASS CONCEPT:** Full performance level in financial and customer services field requiring considerable knowledge of accounts payable, accounts receivable, as well as customer relations techniques and problem solving; under general direction, receives customer inquiries related to billing and payment services, investigates and resolves customer inquiries and complaints; processes documents required for accurate payment of invoices.

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<th>RANK</th>
<th>JOB DUTIES</th>
<th>MAJOR WORKER CHARACTERISTICS</th>
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| 1    | Responds to vendors’ inquiries, answers questions regarding invoices and payments and works with Auditors Office regarding all utility and emergency payments. Communicates with supervisors and managers for Facilities Management, Environmental Services and Solid Waste Services as issues arise regarding invoices and encumbrances. Responds to Solid Waste customers regarding payment and account information. Completes daily reports and audits on all pay-ins for Solid Waste and Water Services and communicates with the Treasurer’s Office when issues arise. Responsible for accurate and timely processing of accounts receivables and payables, conducts on-site and off-site audits on all cash collection areas. Coordinates and prepares annual inventory reconciliation with Environmental Services and Facilities, updates inventory in Performance and inventory intranet application. Updates APC charges via the Real Estate application 1 - Maintain, manages Shelter Reservations and incoming payments. Works with State Auditors providing information and documentation during audits. | Knowledge of 2 (bookkeeping), 4 (accounting), 11a (public relations), 11b (human relations), 13b (Agency Policies and Procedures such as related to cash handling, accounts payable, accounts receivable)*, 22 (Electronic Data processing-personal computer billing, accounts payable/receivable software)*  
Skill in 25b (word processing, data entry), 29 (modern office equipment operation—level of knowledge of software needed to produce a wide range of documents requiring use of advanced software functions to meet needs of complex formats). |
| 2    | Responds to internal and external customer inquiries regarding accounts payable and receivable. Utilizes computer billing systems and related software, retrieves related electronic or hard copy documents, reviews account information, answers customer questions related to account, responds to customer requests for changes to account information, bills corrections or payment arrangements, researches files for field investigations, waives or adjustments, investigates and resolves account problems, refers account details as necessary to other parties to resolve complaints, performs account maintenance using billing software, schedules customer requested service orders, completes service orders using billing software as necessary, performs follow-up research, investigations, corrected bills or billing adjustments as necessary. | Ability to 30e (carry out instruction in written, oral or picture form), 30f (deal with problems involving several variables in familiar context), 30g (understand system of mechanical or other procedures – e.g. bookkeeping), 30h (apply principles to solve practical, everyday problems), 30i (deal with variety of variables in somewhat unfamiliar context), 30j (interpret variety of instructions in written, oral, picture or schedule form), 30l (define problems, collect data, establish facts & draw valid conclusions), 31e (calculate fractions, decimals & percentages), 32j (copy material accurately and recognize grammatical and spelling errors), 32l (maintain accurate records), 33e (gather, collect & classify information about data, people or things), 34d (answer routine telephone inquires from public), 34i (resolve complaints from angry citizens & government officials). |
| 3    | Composes and prepares customer correspondence using word processing software, provides billing software documents to customers upon request, composes and enters memos on customer accounts, uses billing system to generate automated letters, maintains accurate documentation of phone calls. Processes delinquent account information, changes status of accounts using billing software, records service terminations and restorations, prepares and distributes daily reports, provides assistance to field personnel, provides account information to field representatives. | (Developed After Employment) |
| 4    | Responds to walk-in customer inquiries, interprets complex account information, researches and investigates problem accounts, makes payment arrangements with customers and enters arrangements into billing software, refers account problems to more appropriate party when necessary. | (Performs Related Duties As Required) |

**UNUSUAL WORKING CONDITIONS:**
Equivalent to high school diploma; two (2) years full time employment in an accounts payable / accounts receivable role and two (2) years full time experience interacting with public in a customer service environment. Work experience may occur simultaneously.

(Other Evidences May Be Substituted)

**MINIMUM CLASS REQUIREMENTS:** (Including License, If Any)

**TRAINING & DEVELOPMENT:**