



**SEPTEMBER 2014
FLSA: NON-EXEMPT**

FISCAL SERVICES TECHNICIAN

DEFINITION

Under general supervision, provides wide variety of specialized technical and administrative support activities to an assigned department, which may include document preparation, records management, word processing, data entry and organization, receipt of payments, processing of invoices, budget support, report preparation, special projects, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Department Head. No supervision of staff is exercised.

CLASS CHARACTERISTICS

Incumbents perform a wide variety of specialized technical and administrative support work for various departments or programs to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and City activities. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, coordination of assigned programs and projects, as well as performing various research and budgetary support functions. This class is distinguished from the Administrative Assistant in that it is responsible for technical accounting work and exercises a higher level of discretion and independent decision-making.

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.

- Plans, organizes, coordinates, and performs administrative assignments and special projects, which may be of a sensitive or confidential nature, related to assigned area of responsibility.
- Performs a wide variety of administrative support work including maintaining and auditing accurate and detailed records; verifies and reviews 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; ensures compliance with all provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as applicable and compliance with all relevant laws and regulations regarding confidentiality.
- Develops, prepares, copies, collates, and distributes a variety of documents, including contracts and agreements, informational packets, specifications, subpoenas, incident reports, and patient care reports; ensures proper filing of copies in departmental or central files.
- Assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public.
- Composes, develops, types, formats, and proofreads a wide variety of reports, letters, documents,

flyers, brochures, contracts and agreements, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; suggests corrections to drafts.

- Assists in preparing departmental budgets; researches information and assists with department budget preparation and administration; coordinates various program budgets; monitors expenses on an ongoing basis.
- Compiles information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Organizes, coordinates, maintains, and updates departmental record systems and various administrative, reference, and imaging files in accordance with the records retention policy; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from systems as required; creates and prepares a variety of database reports.
- Checks and tabulates standard mathematical or statistical data; may summarize such information and prepare periodic reports.
- Gathers, assembles, updates, and distributes a variety of department or City specific information, forms, records, and data as requested, including updating the website.
- Prepares, processes, and tracks purchase requisitions for services and materials; coordinates delivery of services and materials; receives vendor invoices; prepares request for payment for approval.
- May participate and assist in the administration of the assigned office; may organize and coordinate activities associated with the office; may recommend organizational or procedural changes affecting support activities.
- May coordinate workshops and classes; assists with special event programs; coordinates reservations and sets up facilities for meetings and events; opens and provides information regarding facilities for users.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic accounting and finance record keeping and financial document processing procedures.
- Practices of reviewing documents for completeness and accuracy.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and equipment, including computer equipment.
- Record keeping principles and practices.
- Word processing methods, techniques, and programs; general accounting methods, procedures, and terminology; database and spreadsheet applications and programs; basic graphic publishing software.
- 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.

Ability to:

- Perform responsible administrative and office support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Compose correspondence and reports independently or from brief instructions.

- Make accurate arithmetic, statistical, and financial computations.
- Interpret and apply administrative and departmental policies and procedures.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment.
- Use word-processing, database, spreadsheet, and graphics software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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:

Equivalent to the completion of the twelfth (12th) grade, supplemented by specialized training in business or secretarial science and four (4) years of increasingly responsible office administrative or secretarial experience, and two years of experience that has included financial and accounting processing and record keeping. Experience in a public agency setting is desirable. Additional experience as described above may be substituted for the education on a year for year basis.

Licenses and Certifications:

- Possession of a valid California class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; occasionally, may be exposed to exhaust fumes. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

Must pass a comprehensive background check.