



# City of Tempe

## SENIOR FINANCIAL SERVICES TECHNICIAN

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	141	<i>Department:</i>	Financial Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

### REPORTING RELATIONSHIPS

Receives general supervision from the Customer Services Office Supervisor or from other managerial staff.

Exercise functional and technical supervision over lower level staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four (4) years of customer service experience in a call center, accounts payable, utility billing, customer service center, cashiering, payroll or other closely related field. One (1) year of this experience must be as a Financial Services Technician I/II with the City of Tempe.
--------------------	---

<i>Education:</i>	High school diploma, GED or equivalency. Associates degree related to the core functions of this position is preferred.
-------------------	---

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To lead staff and perform the most complex work in utility billing, customer service and central cashiering.

### OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Lead and participate in the work of Customer Services' Financial Services Technician staff; assist Customer Services Office Supervisor with staff assignments; review completed work for quality control; determine required staffing levels based on workload or other factors; maintain daily schedule.
- Advise staff regarding particularly difficult issues/questions; respond and resolve more difficult and sensitive citizen inquiries and complaints not resolved at lower levels; handle overflow calls; perform the more complex daily work in area of assignment.
- Process more complex billing corrections and configurations, and other complex analytical task.
- Perform new staff training, update and develop training materials, provide continuing staff development and assistance to the field staff as needed; provide information to the supervisory team on staff performance.
- Assist citizens on the telephone and in-person regarding complex utility billing questions, City codes relating to utility services and general City information; process utility payments; make decisions regarding payment arrangements, bill adjustments, and write-offs; prepare written responses to customer inquiries.
- Coordinate and conduct system testing and system analysis as directed by the supervisor; review policies and procedures for continued quality/efficiency enhancements; analyze account or system problems; resolve independently or make recommendations to manager or supervisor as appropriate.
- Assist the central cashiers with daily balancing and customer payment issues as required. Assist cashiers with the more complex research issues involving the payment portal or any of the financial institutions. Ensure cashier office follows the current accounting standards and City policies.
- Coordinate and lead meetings to gather and disseminate information to staff.
- Act in the absence of the supervisor or manager as appropriate.
- Perform related duties as assigned.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
-----------------------------	-----------------	---------------------

Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective April 2007*

*Revised November 2021 (added education min quals preference, updated job duties)*