

ACCOUNTING SUPERVISOR – CUSTOMER SERVICE**Opening Date:** September 2, 2016**Salary Range:** \$5,744-\$6990/month**Closing Date:** Open Until Filled**NATURE OF POSITION**

Under the direction of the Finance Director, provides supervision, training, guidance and support to customer service representatives in assigned areas of billing and collections for City utilities: receipt payments for ambulance, landfill, special assessments and other customer service functions; supervises, trains, and evaluates the performance of assigned staff. In addition, performs professional accounting duties related to the City's general ledger and subsystems; develops, revises and maintains procedure manual for customer service functions; audits, establishes and recommends internal controls for assigned functions.

SUPERVISION RECEIVED

General direction and oversight is provided by the Finance Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Employees of the City of Walla Walla are expected to model and foster the City's core values: **Customer Focus - Excellence – Stewardship - Communication - Leadership - Integrity**
2. Organizes and directs the Customer Services operations within the Finance Department.
3. Supervises, trains, and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; and develops, updates and implements training programs and manuals for the Customer Services staff.
4. Provides direction to assigned staff on operational procedures, policy interpretation, and workload planning.
5. Performs a variety of professional accounting duties related to utilities, accounts receivable, special assessments and other cash receipt journal entries for the general ledger.
6. Analyzes, tests and recommends alternative rate design options, cost allocation, internal auditing for the areas of responsibility, budgetary reconciliation for assigned funds, and other special projects as assigned.
7. Reviews, monitors, and recommends changes to internal controls for the City's customer service policies and procedures; and trains applicable departments.
8. Prepares and recommends updates to the City's municipal code and any other policies or procedures to ensure effective and efficient operations.
9. Provides technical accounting and internal system control assistance to other City accounting and management personnel.
10. Analyzes, reviews and prepares a variety of complex financial reports related to specific functions; draws conclusions and makes appropriate recommendations.
11. Assures compliance with laws, codes and regulations governing regulatory and municipal accounting; maintains high standards of professional accounting and auditing.
12. Reconciles assigned accounts; processes, reviews, balances and distributes various accounting reports.
13. Collaborates with various departments as needed to report and discuss the status and progress of special assignments.
14. Prepares and maintains a variety of detailed and comprehensive records, files and reports; generates regular and special computerized reports related to assigned function; analyzes, prepares and performs assigned accounting tasks related to the budget.
15. Prepares and submits reports to local, State and/or federal regulatory agencies.

16. Communicates with customers and outside agencies as needed to resolve problems, provide information, and explain billing procedures.
17. Assists in the planning of City-wide operations and makes recommendations to enhance current operations.
18. Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
19. Model and promote the City's core values of Customer Focus/Service, Excellence, Stewardship, Communication, Leadership and Integrity.

OTHER JOB FUNCTIONS

1. Demonstrate punctual, regular and reliable attendance which is essential for successful job performance.
2. Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.
3. Execute assignments, projects and job responsibilities efficiently and within defined timeframes; work independently and effectively with little direction.
4. Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions and recommend improvements in support of departmental goals.
5. Provide assistance to staff and higher level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.
6. Respect the value of diversity in the workplace and the community.
7. Perform other duties as assigned.

COMPETENCIES:

1. **Foster Teamwork:** Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
2. **Prioritize Work and Commitments:** Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
3. **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.
4. **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
5. **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
6. **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

KNOWLEDGE, SKILLS AND ABILITIES

- City operations, policies, and objectives.

- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Professional level accounting, information technology concepts and methods and budgetary principles and practices.
- Generally accepted accounting principles (GAAP).
- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities.
- Computer systems and applications related to accounting and auditing
- Principles and practices of supervision and training.
- Research and analytical techniques, principles, and practices.
- Financial analysis and projection techniques.
- Preparation of comprehensive reports.
- Cost of service and rate design principles.

TOOLS AND EQUIPMENT USED

Computers, Microsoft Office and financial applications, including but not limited to word processing, spreadsheets and database software packages. Copier, scanner, and telephone.

PHYSICAL DEMANDS

Sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer and other office equipment; seeing to read and analyze financial and statistical data; bending at the waist; lifting light objects. Work schedule may involve hours in excess of a standard forty (40) hour work week.

WORK ENVIRONMENT

The work is generally performed within an office environment, which may include an open cubicle office setting. The noise level in the work environment is usually quiet to moderate. Interaction with upset staff and/or members of the public is to be expected.

REQUIRED MINIMUM QUALIFICATIONS

Bachelor's degree in accounting, finance or related field. Three (3) years of experience in professional accounting or related field. Two (2) years of experience in customer service. Two (2) years of experience in a supervisory or lead capacity. Proficiency in Microsoft Word, Excel, PowerPoint, Outlook. Or an equivalent combination of education and experience that will provide the necessary knowledge, skills, and abilities to be successful performing the essential functions of the job.

DESIRED QUALIFICATIONS

Municipal government financial experience preferred. Master degree in Business Administration or Accounting and/or CPA is highly desirable. Bilingual in Spanish.

APPLICATION AND SELECTION PROCEDURE:

A completed City application and resume are required to apply. Applications may be found on the Human Resources page of the City of Walla Walla website: wallawalla.gov.

Applicants whose experience most closely meets the requirements of the position will be invited to continue in the selection process which will consist of an oral panel interview, reference inquiries and may include a criminal background check and consumer report. The incumbent will serve a six-month trial service period. Completed application packages can be mailed to:

CITY OF WALLA WALLA-HR
15 N. Third Avenue
Walla Walla, WA 99362

Email to hr@wallawallawa.gov or faxed to (509) 524-7935.

REASONABLE ACCOMMODATION: The City of Walla Walla will provide reasonable accommodation to disabled applicants if requested. Please notify the Human Resources office at least 5 days prior to the need.

NOTE: *The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.*

EQUAL OPPORTUNITY EMPLOYER / AMERICANS WITH DISABILITIES ACT EMPLOYER
THE CITY OF WALLA WALLA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, GENDER, SEXUAL ORIENTATION, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.

MINORITIES AND WOMEN ARE ENCOURAGED TO APPLY.