



El Dorado Irrigation District
JOB ANNOUNCEMENT

Position: Finance Assistant I

Salary: \$24.38-\$29.63 per hour

Date Opened: April 26, 2024

Filing Deadline: May 13, 2024 at 5:00 p.m.

Interviews tentatively scheduled for the week of May 27, 2024.

Human Resources Analyst II: JC

The Human Resources Department is currently accepting applications for the position of **Finance Assistant I** in the Utility Billing Section of Customer Service in the Finance Division. This recruitment may be used to establish an eligibility list for use to fill future vacancies.

Under supervision, performs responsible clerical work involving financial record keeping and customer service; reviews, researches and reconciles utility bills, accounts receivable, receives and reconciles revenues and disbursements, and provides customer service in person and over the telephone.

This is the entry-level class in the Finance Assistant series. Positions in this class typically have little or no directly related work experience. The Finance Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Receives and responds to customer inquiries and questions regarding utility bills and service outages; processes payments; and adjustments; researches and resolves payment discrepancies; resolves customer complaints.
- Maintains customer account information; coordinates dispatch requests from the public and internal staff including re-reads, final reads, reconnection, disconnections and leak detection.
- Analyzes and researches discrepancies in financial documents and transactions.
- Receives financial and statistical documents; screens for accuracy and adherence with District policies and procedures.
- Prepares financial and statistical reports and summaries; recommends improvements to financial record keeping procedures and systems.
- Processes cash, credit card, check, and electronic transactions; balances and maintains cash drawer and daily deposit processing.
- Enters and maintains journey entry files, computerized and manual files, logs and records.



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- Operates standard office equipment including word processing applications as assigned; performs duties using spreadsheet programs and other applications specific to assigned operations.
- Prepares a variety of letters, correspondence and transmittals; documents operating procedures related to areas of assignment.
- Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS: *Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:*

Knowledge of: Methods, practices and terminology used in financial record keeping. Mathematical calculations related to financial record keeping. Principles of customer service. Cash handling. Modern office procedures, methods, and computer equipment.

Skill/Ability to: Perform routine accounting support work including the processing of accounts payable and accounts receivable. Learn policies and procedures of assigned function. Verify and check files and data. Accurately perform routine mathematical calculations. Effectively use a personal computer and office equipment necessary for successful job performance. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. Interact effectively with members of the public. Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff. On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Experience and Education: Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience: One year of clerical accounting experience is desirable. Customer service experience highly desirable.

Education: Equivalent to completion of the twelfth grade.

SPECIAL QUALIFICATIONS

License and Certificate: Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.