

FISCAL TECHNICIAN I

DEFINITION

Under general supervision, performs routine technical and administrative support duties in the preparation, maintenance, and processing of accounts payable, accounts receivable, and student accounts; maintains accounting and financial records.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or managerial personnel. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the first experienced-level class in the Fiscal Technician class series. Initially under close supervision, incumbents with general administrative experience perform basic work in accounts receivable, accounts payable, and student accounts, in addition to performing a variety of record keeping and account support activities. Incumbents at this level usually perform most of the duties required of the positions at the journey-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. This class is distinguished from the Fiscal technician II in that the latter performs the full range of routine to complex administrative support and technical duties in the District's Fiscal Services Department and various other departments. Exceptions or changes in procedures are explained in detail as they arise.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs a variety of routine administrative and technical account support duties related to accounts receivable, accounts payable, and student accounts, including balancing, adjusting, and maintaining accounts and financial records according to established policies and procedures.
2. Records, verifies, and deposits money into proper fund/accounts; prepares accounts receivable billings; maintains accounts receivable records.
3. Collects student registration and a variety of student fees and fines; processes cash and credit card transactions using cash register and bankcard electronic services; reconciles cash drawer; receives and counts cash, coins, and other monies; issues receipts; calculates revenue sub-totals and totals; and prepares third party student contracts payments and corrections.
4. Maintains student accounts receivable records for state collection program or collection agencies.
5. Counts, verifies, and reconciles cash, currency, coins, checks, and related receipts; prepares daily bank deposits; provides support for all operations within the vault and records and maintains cash receipts; opens and closes departmental vault and safes.

6. Prints payroll and accounts payable checks and transmits student refunds for payment.
7. Responds to inquiries and complaints from students regarding fees, fines, outstanding account balances, student refunds, parking permits, and a variety of related issues; ensures accounts are accurate; processes necessary corrections and refunds.
8. Assists students with debit card activation; maintains related records; analyzes, researches, and solves problems regarding routine transactions of lost debit cards.
9. Performs routine office clerical duties to support departmental operations, including answering telephones, taking and disseminating messages, interacting with walk-in customers, providing factual information to callers and visitors; composes routine correspondence; generates and responds to customer e-mails; orders supplies.
10. Opens, sorts, and stamps daily mail, and performs labeling and other mailing tasks.
11. Answers questions from staff, outside vendors, and financial institutions regarding policies and procedures.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic terminology and practices of financial and account document processing and record keeping and general accounting practices and procedures.
3. Business arithmetic and basic financial and statistical techniques.
4. Financial record keeping principles and procedures.
5. Modern office practices, methods, and computer equipment and computer applications related to work, including word processing, database, and spreadsheet software.
6. English usage, spelling, vocabulary, grammar, and punctuation.
7. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform detailed account and financial office support work accurately and in a timely manner.
5. Respond to and effectively prioritize multiple phone calls and other requests for service.
6. Learn and interpret, apply, and explain applicable policies and procedures.
7. Make accurate arithmetic and financial computations.
8. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Understand and follow oral and written instructions.
11. Organize own work, set priorities, and meet critical time deadlines.
12. Operate modern office equipment including computer equipment and specialized software applications programs, 10-key calculator, copier/scanner, printer, fax machine, currency and coin counters, cash register, and bankcard systems.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. 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:

1. Equivalent to the completion of the twelfth (12th) grade supplemented by college-level accounting or related courses at a regionally accredited college; and
2. One (1) year of administrative, cashiering, accounting, or customer service experience, preferably within a higher education setting.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR

2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

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 and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023