



FINANCE TECHNICIAN

PAY GRADE

9 – 11

SALARY RANGE

\$16.25 -\$23.59

FLSA STATUS

Non-Emempt & Exempt

GENERAL DESCRIPTION

Performs routine customer service work under moderate supervision, with minimal latitude for the use of initiative and independent judgment. This position supports the Finance section and will report directly to the Finance Director.

EXAMPLES OF WORK PERFORMED

- Responds to customer inquiries and maintains customer accounts according to specific guidelines and procedures.
- Communicates with the public in person, by telephone, by email or regular correspondence, by fax, or over the Internet.
- Enters information into databases, processes letters to customers, and performs other general clerical services.
- Research information to solve customer service problems.
- Prepare, interpret, and disseminate information concerning agency programs and procedures.
- Receive and process applications and payments for state services.
- Create and maintain activity logs, files, and reports on services.
- Interpret and explain rules, regulations, policies, and procedures. Performs related work as assigned.

- Attends seminars and workshops as needed and approved.
- Performs such other duties as may be assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in customer service, clerical, or administrative support work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Strong professional and effective communication skills and ability to establish and maintain effective working relationships with others.

Strong clerical, office practice and administrative skills to maintain high volume work projects.

Strong customer service problem-solving skills.

Knowledge of computers and the use of standard office equipment and software, including cash register and credit card machine.

Ability to work under stress and remain calm and to calm other people during rapidly changing circumstances.

Ability to relay information in a fast-paced environment.

By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date