

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: FISCAL SUPPORT SPECIALIST II

FLSA Status: Nonexempt

GENERAL CLASS DESCRIPTION: Positions in this classification serve as cashiers in the collection of parking ticket payments, MVA tag renewals, permit fees and other payments due to the City and perform a variety of routine fiscal and clerical transactions in support of the accounting and bookkeeping activities of the department. Work involves receiving and recording payments due to the City; answering questions and providing information to inquiring citizens; entering transactions into the automated system; and preparing routine reports of daily activities and transactions of assigned functions. Receives supervision from the Finance Department or Parking Division assigned supervisor who reviews work performed to ensure accuracy of transactions and the provision of responsive customer service.

ESSENTIAL JOB FUNCTIONS:

The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.

- Processes parking ticket payments that which are received in the mail and by persons coming to the cashiers' windows.
- Takes payments for and issues renewed MVA tags, parking permits, visitor passes and animal licenses.
- Enters transactions into the accounts receivable system.
- Answers the telephone and assists in-coming customers by providing general and specific information. Handles simple complaints independently. Complex complaints and inquiries are forwarded to appropriate staff.
- Sorts and distributes incoming mail.
- Prepares daily cash reports and bank deposits; and verifies posting transactions. Makes bank deposits.
- Sorts and bags coins and prepares necessary paperwork for depositing. Maintains petty cash fund.
- Prepares a variety of routine accounting reports, such as aging report, more money report, open ticket report, dunnings report, etc. Prepares a variety of form letters and notices such as zone permit renewal notices, etc.
- Files records, paid tickets, receipts and other transaction documents.

KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.

Technical Knowledge:

- General knowledge of the procedures for collecting, posting and documenting routine payments.

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- General knowledge of the Finance department's and Parking division's programs and activities for the purpose of supplying general information and referring inquiries to appropriate staff.
- General knowledge of clerical and routine accounting procedures.
- General knowledge of basic mathematical principles and of data entry procedures.

Physical Requirements:

- Ability to operate a variety of office equipment including personal computers.

Language Ability & Interpersonal Communications:

- Ability to read parking ticket information, tag and permit renewal information and related accounts receivable procedures and transaction information.
- Ability to deal effectively with persons who are paying fees, fines or other billings, and to provide satisfactory customer service to citizens.
- Ability to prepare routine records and reports of financial transactions.
- Ability to read and follow oral and written instructions.

Environmental Adaptability

- Work is performed in an office environment.

ACCEPTABLE TRAINING AND EXPERIENCE

Requires graduation from high school or equivalent; and up to two years of experience as a cashier or performing routine collection or financial data entry work; or any equivalent combination of training and experience which provides the required knowledges, skills and abilities.

College Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.