

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Accountant (Supervisor)	<b><u>CLASS NUMBER:</u></b> 60222	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Sanitary Engineering	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N14	<b><u>POSITION CONTROL #:</u></b> 090019
<b><u>POSITION LOCATION:</u></b> 280 E. Broad St., 2 <sup>nd</sup> Fl., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Fiscal Officer 2 (090305)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b> Account Clerk 1 (090312)                      Account Clerk 1 (090313)		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Accountant (Supervisor) classification is to supervise accounting staff and to perform assigned accounting and finance work.

**JOB DUTIES:**

Supervise employees engaged in the preparation of water and sewer bills from receipt of readings to mailing of bills. Establish and document procedures related to customer account management. Approve or disapprove request for leave forms. Maintain record of time for each assigned employee. Distribute work, determine work priorities, and ensure prescribed procedures are followed by assigned staff. Provide work directions and resolves unusual accounting tasks. Evaluate employee performance and makes recommendations regarding disciplinary issues. Coordinate the preparation and billing of water and sewer accounts with related needed services. Develop, document and maintain policies and procedures related to customer account management and for processing the meter data for inclusion into the billing system. Coordinate with Utility Compliance Supervisor in obtaining water meter data. May serve as backup in the preparation of invoice billing when direct reports are out of the office. Develop and execute policies and procedures for the creation of special billings to customers and the maintenance of related files. Develop and maintain the policies and procedures of cash handling in accordance with standards set forth by industry best practices as well as state and county auditors. Assist billing specialists with problems related to customers' accounts. Develop and maintain the policies and procedures for delinquent accounts. This includes certifying to the County Auditor a list of properties for special assessments on delinquent accounts.

Supervise an audit of account billings to determine accuracy and take corrective action as necessary. Report any findings to the Finance Administrator. Develop and maintain internal policies and procedures to ensure accurate and precise customer billings are produced as well as to protect sensitive customer information and office/county revenue. Develop and establish policies and procedures related to customer service inquiries. Develop and establish policies and procedures in the handling of escalated customer service calls. Available as next level for customers when calls are escalated. Develop and maintain metrics to measure level of service for customers.

Develop and initiate new information technology initiatives to streamline meter reading and accounts receivable processing. Develop, maintain, and execute the initiation of information technology solution to support data and statistical analysis methods and reporting of billings, customer calls, and meter information. Provide technical direction and assistance to management and other supervisory personnel on implementation of new technological tools available related to metrics, data analysis, reporting throughout the agency, including finance, engineering, and operations. Resolve all customer related billing/payment issues, and report these to the Finance Administrator. Assist the Finance Administrator with any and all requested annual reports to the State Auditor.

Perform any needed research for extra fiscal reports, receivables and answer any related inquiries from the Fiscal Officer, Finance Administrator, or the Director. Collect, compile, and analyze customer call notes, correlating issues with service issue maps. Maintain a database of these notes from the billing system facilitating faster reporting or new ad hoc reports. Collect, compile, and analyze weekly, monthly, quarterly metrics on the accounts, billing history, customer call quality, and the level of service being provided to customers. Prepare, develop, and submit specialized reports to the Director and the Finance Administrator on anything related to the quality of the billing database, customer service management, quality of water meter data, and customer care level of service. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of budgeting; bookkeeping; inventory control; accounting; employee training and development; office management; agency policy and procedures; government structure and processes. Skill in word processing; equipment operations. Ability to understand system of mechanical or other procedures; deal with many variables and determine specific action; calculate fractions, decimals and percentages; use statistical analysis; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; develop complex reports; work alone on most tasks; cooperate with coworkers on group projects; handle sensitive inquiries from and contact with officials; resolve complaints from government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Bachelor's degree in accounting, finance, or related field with three (3) years of progressively responsible finance, accounting, or related experience, or any equivalent combination of training and experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards, and coordinating activities.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date