

FINANCE SUPPORT SPECIALIST

General Statement of Duties

Performs a variety of records preparation, data entry and administrative support duties supporting the fiscal functions of the Town.

Distinguishing Features of the Class

An employee in this class performs a variety of clerical and fiscal support duties in the Finance Department. Work includes opening and closing Town Hall, fielding general questions and referring calls to appropriate personnel; reviewing invoices for proper information and authorization and entering them into the data base; assisting people wishing to purchase a cemetery lot; compiling information for reports; creating and maintain accurate files and records; serving as courier for mail and bank deposits; and general internal and external customer service. The employee is expected to have a good understanding of the department services to respond to inquiries, including some technical knowledge about processes, policies, and procedures as well as accuracy in data entry and records preparation. Work typically follows established procedures; precedent setting situations are referred to others. Work is performed under regular supervision and is evaluated through observation, conferences, and quality and effectiveness of the work completed.

Duties and Responsibilities

Essential Duties and Tasks

Opens and closes Town Hall; answers telephone and greets visitors; directs calls or visitors and gives department information based on type of request; selects appropriate materials to answer questions and provide assistance.

Reviews invoices for three Town departments checking for accuracy and appropriate authorization; compiles invoices and check stubs and files; stuffs vendor checks into envelopes and mails; enters invoices for VISA transactions for three departments.

Assists the public with understanding departmental and Town policies and procedures as they relate to the services provided; assists with parking information, golf cart permits, and other general Town services; may refer to others for resolution.

Assists the public with information about the OceanView Cemetery; provides information regarding local and out of town fees; assists with identifying lots available for purchase; assists the public with locating graves of family members or others; prepares deed for purchase.

Compiles reports from program and service activity data requiring limited research; creates records by posting general program activity on established forms, files, computer databases, spreadsheets, etc.

Maintains departmental program files and retrieves information for the public and other staff.

Monitor office supplies and orders as needed; coordinates cleaning needs to maintenance staff; coordinates stocking and maintenance of office machines; performs copying and collation; assists with logistics for elected officials and staff; coordinates requests for new light poles with Duke Energy.

Additional Job Duties

May coordinate or assist with the work of others, typically in their absence.
Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

knowledge of modern office procedures and related office information technology equipment, software, and peripherals.

Working knowledge of ordinances, regulations, procedures and practices related to Town services.

Working knowledge of water and sewer account operations.

Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets, and data bases used in area of work assignment.

Skill in internal and external customer service excellence, teamwork, and collaborative conflict resolution.

Ability to work independently on responsible administrative support tasks, some of which may be confidential or sensitive.

Ability to keep fiscal and statistical records, ledgers, and files and provide information correctly and concisely.

Ability to create and maintain accurate records, reports and file in support of customer oriented operation.

Ability to communicate effectively in oral and written form in person and by telephone.

Ability to be tactful and courteous while conducting the Town's business.

Ability to establish and maintain effective working relationships with supervisors, coworkers, and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling reaching, standing, walking, pushing, pulling, lifting, fingering, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare figures and data, do accounting work, operate a computer, read extensively and proof work performed.

Desirable Training and Experience

Graduation from high school supplemented by business courses and secretarial or clerical experience including customer service; or an equivalent combination of education and experience.

Special Requirement

May require possession of a valid driver's license.