



EMPLOYMENT OPPORTUNITY

OPENS
FEB 5, 2019
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REVENUE ACCOUNT COORDINATOR

\$20.83 - \$25.58

Salaries are on a six-step salary range schedule with 5% increases yearly

ACCEPTING
APPLICATIONS
UNTIL
MAR. 7, 2019
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DEFINITION:

Under general supervision, performs bookkeeping, record keeping and general support duties for Santa Cruz METRO's Revenue Account Coordinator; distributes Santa Cruz METRO tickets and passes to agents/vendors; maintains detailed records pertaining to ticket and pass sales in computerized and hard copy files; verifies cash receipts and prepares bank deposits; orders supplies and maintains ticket/pass stock; gathers and compiles data for statistical or financial reports; provides information to employees and the public; and Performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Revenue Account Coordinator is a journey level clerical and program support class in this series. An incumbent in this class performs clerical accounting tasks of average difficulty requiring a basic knowledge of bookkeeping principles and methods as well as general departmental policies, practices, and procedures. An incumbent in this class also works with agents and vendors.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

Performs clerical accounting, bookkeeping, record-keeping, and general support functions for Santa Cruz METRO's Ticket and Pass Sales Program. Delivers Santa Cruz METRO tickets and passes to ticket agents and vendors; reconciles ticket stock, and collects payments for tickets and passes sold. Provides program information and orientation to potential and new ticket agents. Maintains various records and information in manual and automated files related to ticket and pass sales including sales reports, deposit slips, receipts, invoices, and other documents; compiles data and prepares reports on sales revenue, cash receipts, and other program activities; develops new or ad hoc reports as requested by management. Prepares and makes bank deposits. Balance Ticket Vending Machine (TVM) sales; retrieve revenue and refill machines with change; counts and deposits TVM revenues; orders change to refill machines; provides revenue information to the Finance department. Fulfills ticket and pass requests received via Internet; mail order; and discounted pass requests (bulk purchases). Ensures that cash is handled in dual custody to maintain adequate financial controls, and that all fare media is secure and protected at all times. Communicates with outside contractors during periodic audits. Maintains inventories and orders supplies. Type memoranda, letters, reports, contracts, purchase orders, statistical data, specifications, and other documents as directed. Answers telephones and provides information to employees and the public. Operates standard office equipment; utilizes standard business computer software in performing job tasks. May utilize specialized Santa Cruz METRO software. Drive a Santa Cruz METRO vehicle to perform assignments. Performs related work as required.

EMPLOYMENT STANDARDS:

Knowledge of: Basic bookkeeping methods. Basic clerical processes pertaining to accounting, purchasing, and data maintenance. Modern office practices, procedures, and equipment. Basic methods of maintaining information in digital or hard copy files. Basic clerical methods of researching, gathering, organizing and reporting data. Basic methods of prioritizing, planning, and organizing work. Basic time management techniques. Basic clerical customer service techniques. Basic mathematics including percentages and basic statistics. Telephone techniques and etiquette. The effective use of modern office equipment, personal computers, and standard business software.

Ability to: Perform clerical accounting, bookkeeping, record-keeping, and field work with substantial independence, good judgment, and discretion. Follow oral and written instructions accurately. Devise and adapt work procedures to meet changing needs. Understand the relationship between account records and documents for recording and reporting purposes. Perform routine reconciliations within a record-keeping system. Maintain records and control systems with accuracy and attention to detail. Input data into a database. Type correspondence and routine documents. Adhere to established work schedules and timelines. Maintain a calm demeanor in stressful situations. Balance multiple assignments simultaneously and effectively. Utilize standard office equipment and computer software and learn to use specialized METRO software if assigned. Communicate clearly and effectively in both oral and written form. Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education, Training and Experience:

Two (2) years of clerical accounting, bookkeeping or financial record-keeping experience.

LICENSES AND CERTIFICATES:

A valid California Driver's License will be required at the time of appointment and throughout employment. Must be able to obtain and maintain a current, valid California Class "C" Driver's License.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: While performing the duties of this job, the employee is often required to reach with hands and arms; walk and sit; use finger dexterity; and talk and hear. Work often requires the repetitive use of both hands to grasp and feel objects and use a keyboard. The employee is regularly required to stoop at the waist, kneel, crouch, and stand. Occasional lifting up to 25 pounds unaided may be required. Specific visual abilities required for this job include close vision, distance vision, the ability to see colors and shades, and the ability to perceive depth.

Mental Demands: While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; uses basic math and mathematical reasoning; performs detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment: The employee works in a standard office environment where the noise level is usually moderate. May work out in the field when needed.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check. May occasionally work extended hours or hours outside of regular schedule.

HOW TO APPLY:

Visit our website, www.scmted.com to complete our on-line application. Resumes will not be considered in place of the line application. On-line applications must be submitted by 5:00pm on March 7, 2019.