

# ACCOUNTING & GENERAL SERVICES SPECIALIST I/II

## DEFINITION

Performs a variety of technical para-professional administrative duties in support of one or more of the following functional areas; facilities management, fiscal and accounting; department administrative or department projects, or programs that require knowledge of the terminology, procedures, and practices for the assigned functional area; and performs related work as assigned.

## DISTINGUISHING CHARACTERISTICS

**County Services Specialist I:** Under close supervision, this is the entry level into the para-professional County Services Specialist series. Assignments are generally limited in scope and under the direction of a higher-level employee. As experience is gained, the incumbent is granted more independence from supervision. The I level differs from the II level as the II is the journey classification in the series and movement between the I & II levels is based primarily in association to time in class. This classification differs from the III level, which may perform supervisory duties and handle more complex and responsible support duties.

**County Services Specialist II:** Under general supervision this is the journey level into the para-professional County Services Specialist series. Assignments are generally limited in scope but are handled with a lesser degree of supervision and with more independence than the entry level classification. This classification differs from the I level which is the journey level in the series and from the III level which may perform supervisory duties and handle more complex responsible support duties.

Assignments may focus on one or more of the areas identified below, or may serve as a generalist, performing a wide variety of duties involving multiple administrative functions.

Most incumbents are expected to promote to the II level after one year of satisfactory performance; however, positions limited to duties of a more routine, repetitive nature will be permanently allocated to the County Services Specialist I level.

## SUPERVISION RECEIVED AND EXERCISED

**County Services Specialist I:** Receives close supervision from a County Services Specialist III, professional, supervisory or management staff.

**County Services Specialist II:** Receives general supervision from a County Services Specialist III, professional, supervisory or management staff.

**TYPICAL DUTIES**

Duties may include, but are not limited to the following:

- Reviews reports, logs, and other documents; obtains and compiles fiscal, statistical, and administrative data and information from multiple sources; tracks and maintains data and prepares summaries and reports for management; notes trends and areas of concern; provides comments and/or recommendations regarding policy, procedure, staffing, program, or organizational changes.
- Initiates and submits required documentation to purchase equipment, supplies, and other items within an established budget.
- Participates in departmental meetings; participates on committees and task forces to share information with other agencies or departments; contributes information and suggestions regarding how to improve the efficiency and effectiveness of assigned responsibilities.
- Reviews, verifies, and processes documents related to department activities including budgets, contracts, grants, claims, legislation, purchasing, and other specialized documents based on area of assignment.
- Participates in conducting surveys and studies; performs research to track administrative, fiscal, personnel, and operational performance.
- Maintains routine and complex administrative, accounting, personnel, payroll, and/or fiscal records.
- Answers questions and provides information to the public, contractors, and vendors; assists in the investigation of complaints and recommends corrective action as necessary to resolve complaints.
- Prepares presentations, general and technical correspondence, and promotional materials; develops forms, tracking systems, databases, and spreadsheets.
- Tracks progress of projects, payments, expenditures, and reimbursements.
- Assists in the administration and coordination of special events, training, programs, or projects; assists in coordinating municipal activities among County departments and/or other organizations.
- Interprets general or program specific policies, procedures, rules, regulations, contracts, and/or labor agreements.
- Provides liaison and staff support to committees, commissions, and department management.
- Distributes assignments to co-workers, subordinates, contractors, and others; functions as a program or project coordinator with delegated authority to direct the work of staff in a non-supervisory capacity.

- Prepares and distributes written procedures and other informational materials pertaining to area of assignment; may provide training to groups and individuals regarding procedures and information.
- Performs or coordinates technical administrative activities and projects.

**For Support Services Option (in addition to the general duties):**

- Coordinates technical administrative activities involving facility/fleet maintenance, office moves/setups (including telecommunications and information technology changes), safety and incident reporting, and storekeeping/records management.
- Receives and prioritizes information on safety and maintenance issues from various sources such as incident reports, hazard reports, service complaints, and/or maintenance requests.
- Coordinates services and repairs with maintenance staff and/or vendors; conducts inspections, investigations, or interviews as needed to identify problems.
- Locates and obtains required resources to resolve problems and ensures that proposed solutions comply with established laws, regulations, policies, procedures, and guidelines.
- Responds to facility-related emergencies.
- Obtains and evaluates cost estimates/bids from vendors and makes recommendations to management.
- Drafts and/or designs proposed space configurations (e.g., electrical outlet and network drop placements, furniture placement and configuration, equipment placement).
- Plans and facilitates the relocation of individual personnel and/or department locations; coordinates needed assistance for staff or office moves, including information technology, communications, and professional movers.
- Creates, maintains, and monitors facility related agreements and contracts with outside vendors and contractors; monitors vendor/contractor/landlord performance, ensuring discrepancies or problems are resolved and work is done in accordance with contractual requirements.
- Acts as the departmental or agency-wide safety representative/coordinator; issues safety tips to staff, reviews and prepares safety policies, provides training to site safety coordinators, and ensures that safety-related reports and documentation are correct and timely.

**For Program Services Option (in addition to the general duties):**

- Researches and develops public information and educational materials; participates in community outreach efforts to publicize department programs.
- Develops and compiles training materials; trains extra-help staff and volunteers.

- Collects, compiles, and tracks data, including caseload data, and provides data summaries, reports, and/or recommendations for program improvement

**For Accounting Services Option (in addition to the general duties):**

- Processes accounting and financial transactions in compliance with all applicable federal, state and county rules, regulations and ordinances.
- Maintains ancillary, general, statistical, and cost records. Examines and reviews account records, adjusting balances and reconciling accounts.
- Prepares and processes materials that require the analysis of source material and a thorough familiarity with policies, procedures, terminology, and various applicable laws in order to obtain necessary data.
- Maintains journals and general ledgers of financial transactions and prepares analytical reports on revenues and expenditures. Independently performs technical audits based on analysis and interpretation of financial information
- Reviews source documents for compliance to rules and regulations; determines proper handling of financial and technical transactions within designated limits.
- Enters data into computer systems and maintains information systems database; enter data, processes transactions, assess and validates data, compiles documentation, reconciles reports.
- Prepares expenditure and revenue claims and routine periodic accounting reports.
- Verifies and reconciles various information, reports, journals or related fiscal and statistical data.
- Checks documents for validity and accuracy of information; collects, records, files, and distributes related paperwork.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

- Technical principles and methods of investigating and resolving administrative problems.
- Principles of effective customer service.
- Fundamental arithmetic principles and methods including addition, subtraction, multiplication, division, percentages, and fractions.
- Principles of effective business communication, including the development of correspondence, reports, and presentations.
- Principles and practices of fiscal, statistical, and administrative research.
- Principles and practices of effective record keeping.
- Computer equipment and general office software, including word processing, spreadsheet, electronic mail, and database.
- English usage, including correct grammar, spelling, and punctuation.

- Techniques of project management.

**Ability to:**

- Make administrative decisions and take actions based on the interpretation of laws and regulations as well as operating policies and procedures.
- Prioritize assignments based on broad criteria.
- Gather, tabulate, validate, summarize, and present data in a meaningful way.
- Prepare reports and cost projections using readily available information.
- Read, understand, interpret, and explain policies, regulations, legislation, and operating procedures.
- Operate a personal computer utilizing spreadsheet, word processing, and database software at an intermediate to advanced level.
- Collect, compile, analyze, and present a variety of data in a meaningful way.
- Compose professional quality correspondence and letters; write technically detailed reports.
- Coordinate the efforts of multiple individuals to achieve a work objective.
- Reason logically and methodically.
- Recommend procedural changes/improvements.
- Communicate effectively orally and express ideas clearly.
- Communicate effectively, in writing, using proper English, including grammar, punctuation, and spelling.
- Establish and maintain effective working relationships; act as an effective team player.
- Effectively listen to others, identify, and resolve central problems or issues.
- Work independently and accept responsibility for actions.
- Provide training and guidance to co-workers, subordinates, and other department staff in relation to assigned project, program or function.
- Learn and understand the organization and operations of the assigned area and/or outside agencies.
- Establish priorities, organize work, and meet deadlines.

**For Support Services Option (in addition to the general KSAs):****Knowledge of:**

- Identifying and resolving facility issues such as minor building repairs/improvements, plumbing, temperature control, pests, and safety.
- Recognize issues that pose a threat to the safety of individuals or the security of facilities.

**Ability to:**

- Understand, interpret, and apply departmental programs, policies, rules and regulations; and suggest changes for operational improvements.
- Maintain attention to detail and follow through amid interruptions and changing priorities.

**For Program Services Option (in addition to the general KSAs):****Knowledge of:**

- Basic laws, regulations, and terminology related to program(s) in area of assignment.
- Community outreach and public relations practices and techniques.
- Basic knowledge of programs available to client population served by the department.

**Ability to:**

- Make basic presentations and promote programs.
- Assist in the development and presentation of training materials.

**For Accounting Services Option (in addition to general KSAs):****Knowledge of:**

- Principles of accounting and auditing a variety of financial records.
- Fundamental statistical methods.
- Budget preparation procedures.
- Principles of accounting and auditing a variety of financial records.

**Ability to:**

- Perform complex clerical accounting and finance work.
- Perform reconciliation and prepare reports.
- Prepare financial reports and maintain ledgers and journals.
- Independently perform varied and responsible technical accounting assignments.
- Read, interpret and understand laws and regulations pertaining to County and department accounting practices and procedures.

**EXPERIENCE AND EDUCATION GUIDELINES**

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

***County Services Specialist I:*****General or Support Services Assignments:****Experience:**

Two (2) years of full-time experience performing advanced journey-level clerical, secretarial, or administrative support work.

**And**

**Education:**

Equivalent of two (2) years (60 semester or 90 quarter units) of coursework in business administration, public administration, personnel, statistics, economics, accounting, or a closely relate field from an accredited college or university.

OR

Bachelor's degree in business administration, public administration, personnel, statistics, economics, accounting or a closely related field from an accredited college or university may substitute for two (2) years of required experience.

**Program Services Assignments:**

**Experience:**

Two (2) years of full-time experience performing advanced journey-level clerical, technical or support services for a program in a public or private agency.

And

**Education:**

Equivalent of two years (60 semester or 90 quarter units) of coursework in social or behavioral sciences, business administration, public administration, accounting, or a closely relate field from an accredited college or university.

OR

Bachelor's degree in social or behavioral sciences, business administration, public administration, accounting or a closely related field from an accredited college or university may substitute for two (2) years of the required experience.

**Accounting Services Assignments:**

**Experience:**

Two (2) years of full-time experience performing advanced journey-level bookkeeping, accounting, fiscal or financial administrative support work.

And

**Education:**

Equivalent of two years (60 semester or 90 quarter units) of coursework in

business administration, public administration, statistics, economics, accounting, or a closely related field from an accredited college or university.

OR

Bachelor's degree in business administration, public administration, statistics, economics, accounting or a closely related field from an accredited college or university may substitute for the required two (2) years' experience.

***County Services Specialist II:***

**General or Support Services Assignments:**

**Experience:**

One (1) year of full time experience performing the duties of a County Services Specialist I in the County of Glenn.

OR

Three (3) years of full-time experience performing advanced journey-level clerical, secretarial, or administrative support work.

And

**Education:**

Equivalent of two years (60 semester or 90 quarter units) of coursework in business administration, public administration, personnel, statistics, economics, accounting, or a closely relate field from an accredited college or university.

**Program Services Assignments:**

**Experience:**

One (1) year of full time experience performing the duties of a County Services Specialist I in the County of Glenn.

OR

Three (3) years of full-time experience performing advanced journey-level clerical, technical or support services for a program in a public or private agency.

And

**Education:**

Equivalent of two years (60 semester or 90 quarter units) of coursework in social or behavioral science, business administration, public administration, accounting, or a closely relate field from an accredited college or university.

**Accounting Services Assignments:**

**Experience:**

One (1) year of full time experience performing the duties of a County Services Specialist I in the County of Glenn.

**OR**

Three (3) years of full-time experience performing advanced journey-level bookkeeping, accounting, fiscal or financial administrative support work.

**And**

**Education:**

Equivalent of two years (60 semester or 90 quarter units) of coursework in business administration, public administration, statistics, economics, accounting, or a closely relate field from an accredited college or university.

**DRIVER LICENSE REQUIREMENT**

Some positions in these classifications may require possession of a valid California driver license. Employees who drive on county business to carry out job-related duties must possess a valid California driver license for the class of vehicle driven and meet automobile insurability requirements of the county. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

I

II

Classification Code:		
Bargaining Unit:	40	40
FLSA Status:	Non-Exempt	Non-Exempt
Workers' Compensation Code:		
Pay Table:		
Range:	260	280