



# Lead Accounting and Customer Service Representative (Utility Billing)

Human Resources  
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[www.sanbruno.ca.gov](http://www.sanbruno.ca.gov)

The City of San Bruno is located in San Mateo County, and is only 12 miles south of San Francisco. An ethnically- and culturally-diverse city, San Bruno maintains a small-town atmosphere within a large metropolitan area.

The City is responsible for a wide range of public services including Fire, Police, Cable TV, Water and Wastewater.

Located along Highway 101 and Interstate 280, the City enjoys easy access to the vast cultural, educational and recreational opportunities of the San Francisco Bay Area including museums, galleries, theaters and access to professional sports teams including the Giants, Warriors, 49ers, A's, and Sharks venues, the Golden Gate National Recreation Area, and the San Francisco Bay. Educational opportunities include numerous community colleges, as well as UC Berkeley, Stanford University, University of San Francisco, and San Francisco State University.

The San Bruno BART and CalTrain stations make it easy to use public transportation to access the Peninsula, San Francisco and beyond.

**Application Deadline**  
**Annual Salary**

**5pm on Friday, June 15, 2018**  
**\$75,036 — \$92,088**  
(3% increase scheduled for 2019)

### The Position

Under the direction of the Financial Services Manager, the Lead Accounting and Customer Service Representative oversees the Department's revenue collection operations including utility billing, cashiering, accounts receivable, and business taxes, as well as handles escalations for all customer service issues. This position provides technical and functional supervision over clerical accounting and customer service representative staff, and requires specialized experience and knowledge of established revenue and accounting system procedures. Job responsibilities may include after hours support for the technical staff and answering service as assigned. This is a Fair Labor Standards Act (FLSA) non-exempt position.

### Ideal Candidate

In addition to technical knowledge, the ideal candidate is a self-starting, independent individual who demonstrates experience in customer service, accounting and cashiering. Because this position provides technical supervision over clerical accounting and customer service staff, the successful candidate will possess the ability to provide leadership, organize workloads and staff assignments, and train assigned staff.

### Excellent Benefits

- Enrollment in CalPERS retirement program (2.7%@55 for classic members, 2%@62 for new members)
- Medical, dental and vision benefits provided with employee contribution
- Life insurance equal to one year's annual salary provided at no cost
- Opportunity for bilingual incentive pay up to 2.5% of salary
- \$300 deferred comp matching annually, calculated on a bi-weekly basis
- 10-23 days vacation based on years of service
- 14.5 paid holidays annually
- Long-term disability insurance provided at no cost
- Home loan assistance program
- Credit Union membership
- Section 125 Flexible Benefit Plan
- Tuition Reimbursement



## Minimum Qualifications

- Graduation from high school or GED equivalent
- Two (2) years experience as a Accounting & Customer Service Representative III
- Associate of Arts (AA) degree with course work in accounting, business, computer technology or closely related field is highly desirable

## Special Requirements

- Possession of, and ability to maintain, a valid California driver's license

## Knowledge, Skills and Abilities

Knowledge of principles and practices of accounting, bookkeeping and auditing; methods, practice and terminology used in municipal accounting; principles and practices of computers and financial software; accounting systems and data processing interrelationships; modern office practices, methods and equipment; billing systems, products, provisioning and services. Ability to read, comprehend and interpret laws and regulations regarding governmental fiscal operations; analyze and interpret financial and accounting records and develop effective course of action; interact and interface with computer software and hardware vendors and/or technical support staff relating to effective operation of computer technologies; learn and effectively use accounting systems to store and retrieve data; examine, verify and prepare financial information; prepare clear and concise reports and training manuals; recommend improvements in operations, procedures, or methods; work effectively, through tact and diplomacy, with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; supervise subordinate employees effectively if so assigned.

## How to Apply

Applications may be submitted online at [www.calopps.org](http://www.calopps.org). Completion of a brief supplemental questionnaire is required. After an initial screening of applications, candidates that best meet the Department's needs will be invited to participate further in the recruitment process.

**Applications must be submitted by  
5:00pm on Friday, June 15, 2018**

The City of San Bruno is an Equal Opportunity Employer (EOE) and as such does not discriminate on the basis of age, race, color, sex, gender, religion, ancestry, physical or mental disability, marital status, sexual orientation, or national origin in its employment actions, decisions, policies and practices. If you require special accommodations, please contact us to discuss your needs.