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# California Special Districts Association

## SAMPLE POLICY HANDBOOK

**POLICY TITLE:** Job Description – Information Services Specialist

**POLICY NUMBER:** 2953

### 2953.1 General Job Description

Under the direction of the Manager of Information Systems and with a minimum of supervision:

- (a) processes accounts receivable and assists in the processing of accounts payable;
- (b) processes customer utility billings;
- (c) provides backup to other clerical staff in the operation of all financial software;
- (d) provides computer hardware technical support for other network users;
- (e) maintains computer network hardware and software;
- (f) provides customer service backup for Clerks.

### 2953.2 Prerequisite Qualifications

2953.2.1 Bachelor's degree in computer science or business, or the equivalency thereof.

2953.2.2 Ability to successfully pass a background security check.

2953.2.3 Knowledge of basic accounting principles.

2953.2.4 Ability to accurately type at a minimum speed of 40 words per minute.

2953.2.5 Ability to proficiently use, or quickly learn the latest edition of Microsoft Word word-processing software.

2953.2.6 Ability to proficiently use, or quickly learn the latest edition of Excel for Windows spreadsheet software.

2953.3 Basic Work Hours: 8:00 AM to 5:00 PM, Monday through Friday.

2953.4 Hourly Compensation Range:

2953.5 Essential Job Duties:

**2953.5.1** Task: Operates computer, adding machine, FAX machine, cash register, printers, scanners, digital cameras, postage machine, mail opening machine, forms burster, stapler, copy machine, hole punch, document binding machine.

Physical Demand: Sitting; standing; twisting; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

**2953.5.2** Task: Processes billing statements.

Physical Demand: Sitting; standing; twisting; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

**2953.5.3** Task: Filing.

Physical Demand: Sitting; standing; twisting; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

**2953.5.4** Task: Produces and reconciles monthly consumption and revenue reports for Board, including creating customer reports via report builders (e.g., ODBC, Excel, or Access databases).

Physical Demand: sitting, walking, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.5** Task: Produces and reconciles accounts receivable reports at month end.

Physical Demand: sitting, walking, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.6** Task: Set up new account billing and maintain customer accounts within computer system.

Physical Demand: sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.7** Task: Set up and coordinates meter reading routes.

Physical Demand: sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.8** Task: Upload current account data into meter readers' handheld data recorders, and download meter readings from handhelds into computer.

Physical Demand: sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.9** Task: Close out billing accounts in computer.

Physical Demand: sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.5.10** Task: Provides assistance and instruction to other staff in the utilization of computer software and hardware.

Physical Demand: Sitting; standing; twisting; walking; kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls; talking; listening.

**2953.5.11** Task: Analyzes and troubleshoots computer and communications network and makes corrections, adjustments and repairs to software and hardware.

Physical Demand: Sitting; standing; twisting; walking; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; close vision; use of hands to finger, handle, or feel objects, tools or controls.

**2953.5.12** Task: Assists the Manager of Information Systems in wiring, cabling, and component set up.

Physical Demand: Sitting; standing; twisting; walking; crawling; lifting, pushing, pulling and carrying (up to 25 lbs.); kneeling; stooping; bending; squatting; working in confined spaces; close vision; use of hands to finger, handle, or feel objects, tools or controls.

## **2953.6** Marginal Job Duties:

**2953.6.1** Task: Balances cash drawer.

Physical Demand: sitting, walking, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.6.2** Task: Assistance with monthly bank statement reconciliation.

Physical Demand: sitting, close vision, use of hands to finger, handle or feel objects, tools or controls.

**2953.6.3** Task: Assistance of and interaction with customers, vendors, contractors, consultants, etc., in office and by telephone.

Physical Demand: Sitting; standing; walking; kneeling; stooping; bending; squatting; close vision; speaking; hearing; use of hands to write, type and use telephone.

**2953.6.4** Task: Mail pickup and delivery, and general courier services;

Physical Demand: Sitting; standing; walking; close and distance vision; speaking; hearing; use of hands to finger, handle, or feel objects, tools or controls; driving vehicle.

**2953.7** Environmental Demands:

**2953.7.1** Outside: Seldom, if ever, works outside in a variety of weather conditions ranging from snow to +100° F.

**2953.7.2** Inside: Almost always works indoors in temperature-controlled environment.

**2953.7.3** Fumes/Gases: Exposure to various colognes/perfumes and fumes/dust from printing cartridges.

**2953.7.4** Noise/Vibration: None.

**2953.8** Mental Requirements:

**2953.8.1** Reading: Reads letters, reports, memos, messages, complex financial documents, and operating manuals for office equipment.

**2953.8.2** Writing: Writes reports, letters, memos, messages; fills out forms and documents.

**2953.8.3** Math: Ability to perform complex math and accounting calculations. Ability to apply concepts such as fractions, percentages, ratios, proportions, and statistics to practical situations.

**2953.8.4** Attention to Detail: High level concentration and attention to detail for extended periods of time required to produce reports, correspondence, and documents.

**2953.8.5** Repetition: Routine daily work practices, including keyboarding and operation of other office machines, filing, posting, etc.

**2953.8.6** Judgment: Ability to work independently, prioritize work and make decisions regarding correct formatting of work and implementation of same. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to work with others and formulate appropriate instructions to achieve desired goals.

**2953.8.7** Social Skills: Ability to relate cooperatively with members of the public, and District personnel.

**2953.8.8** Communication Skills: Ability to quickly organize and communicate thoughts orally and written. Ability to understand communications from others.