

Code: 0236
Administrative Service
Clerical, Accounting and General Office Group
Cash Receiving and Disbursing Series

CLASS TITLE: **Payment Reconciler**

CHARACTERISTICS OF THE CLASS: Under general supervision, reconciles daily cash summary reports to ensure the accurate processing of payment transactions and the proper crediting of customer accounts; and performs related duties as required.

ESSENTIAL DUTIES: Reviews daily summary reports of revenues collected and reconciles against source documents and payment records to verify the accuracy of payment transactions; identifies discrepancies and searches payment and account records to locate and correct errors; makes adjustments to payment and account records to correct discrepancies; assists Payment Service Representatives in balancing their daily payment transactions against total monies collected; maintains records of debit memos from banks regarding checks returned due to non-sufficient funds; issues letters to customers regarding checks returned due to non-sufficient funds and codes customer accounts accordingly; ensures the accurate posting of payments to the Chicago Accounting and Purchasing (CAPS) system.

RELATED DUTIES: Provides information and responds to customer inquiries regarding revenue ordinances, billings, fines and penalties assessed for overdue payments, rights of appeal, and payment procedures; accepts payments and issues receipts for various transactions including City taxes, business license fees, vehicle stickers, water and sewer bills, warrants for collection, emergency medical fees, and parking tickets; operates a personal computer to enter and record mailed in payments and supporting documents to update customer account records.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible customer service, cashiering, or clerical experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of payment reconciliation work. Knowledge of revenue generating City ordinances and their billing requirements. Knowledge of departmental procedures for handling payment transactions. Good knowledge of computer operations.

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CLASS TITLE: **Payment Reconciler (Cont'd)**

Ability to review summary reports and accounts records and reconcile with payment transactions. Ability to adjust and correct payment records. Ability to deal courteously and effectively with the public.

Ability to process cash, check and credit card payment transactions.
Ability to operate a computer terminal and related cashiering equipment.

Good oral communications skills. Skill in performing arithmetic calculations. Good human relations skills.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers. Computer terminals linked to various information systems. Cashiering equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 1998