Title: Office Support/Accounting Technician

Department: Community Education

Reports To: Accounting Manager/Budget Analyst of Community Education

FLSA Status: Part-Time, Permanent, 12 months, non-exempt

Position Summary

Performs routine bookkeeping duties, general office assistance and customer service functions. Work consists of answering high volume of incoming telephone calls and emails that require response to basic requests for information. Work involves collecting tuition payments, registration information and maintaining financial and other records. Employee is responsible for data manipulation using accounting/database, third party vendor portals, word processing and spreadsheet programs. The Accounting Technician is our department's bookkeeper and is the chief enforcer of the rules and procedures established by the Board of Education and handles accounting, bookkeeping and financial processes for the Department of Community Education.

Essential Duties and Responsibilities

1. Collects, receipts, and reconciles electronic, cash, and check payments from families, vendors, and agencies.
2. Manages customer accounts including tuition billing, registration, refunds, and delinquent collections.
3. Identifies and communicates with delinquent customers for collection of past due payments.
4. Processes financial transactions such as cash receipts, daily deposits, accounts payable, reimbursements, and special billing.
5. Prepares, reviews, and distributes financial reports on a monthly, quarterly, and annual basis; reconciles accounts and monitors department budgets.
6. Maintains accurate and confidential records—both digital and paper—for students, financial transactions, and departmental documentation.
7. Supports payroll functions by processing timesheets, leave balances, extra duty forms, and attendance records using LINQ/Timekeeper and other systems.
8. Responds to phone calls, voicemails and email inquiries, and resolve parent and vendor concerns in a professional and timely manner.
9. Communicates effectively with site managers, analyzes attendance data and sign-in/out sheets for accuracy; processes registrations, supplemental child information, add/withdraw requests, late pick-ups and issues refunds as necessary.
10. Manages communication with the Department of Social Services and other third-party vendors, including voucher reporting, registration data entry, and attendance verification.
11. Generates customized reports and presentations using Microsoft Excel, PowerPoint, and financial software tools.
12. Ensures compliance with reporting requirements by submitting required documents to local, state, and federal agencies.

13. Participates in district and departmental meetings and completes required annual professional development.
14. Performs other duties as assigned by the supervisor.

Minimum Qualifications and Education

Associate's degree in Accounting, Business Administration or related field

Experience

Minimum five years of accounting, bookkeeping or clerical /support experience in a public setting or educational environment preferred. Has a thorough knowledge of professional office practices, procedures and use of office software programs. Equivalent combinations of education, training, and experience will be considered.

Knowledge, Skills, and Abilities

1. Strong working knowledge of accounting procedures and financial systems.
2. Proficient in Microsoft Office (Excel, Word, PowerPoint, Google Drive, OneDrive) and accounting software such as Sylogist, ProCare, LINQ, NC Fast, Infinite Campus and third-party platforms.
3. Exceptional organizational, time management, and multitasking abilities.
4. Ability to prioritize and manage multiple tasks in a fast-paced environment.
5. Ability to remain calm and professional in environment with shifting proprieties.
6. Excellent verbal and written communication skills with attention to grammar and detail.
7. Ability to establish effective working relationships with co-workers, employees, department managers, administrators, school personnel and the general public.
8. Demonstrate ability to handle confidential information with discretion.
9. Strong problem-solving and analytical skills.
10. Professionalism, integrity, and ethical conduct in all responsibilities.

Physical Requirements

Must be able to occasionally lift or move objects up to 25 pounds. Requires frequent use of computers, standard office equipment, and occasional standing or walking.

Evaluation

Performance will be evaluated in accordance with district policies and procedures.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this job. Job description is sourced from employee interviews, internal documents, representative job descriptions in similar districts, and other state/federal agencies.

Durham Public Schools provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.