

**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES**  
**Affiliated with AFL-CIO**  
**80 F Street, NW, Washington, DC 20001**

**MEMORANDUM:** Human Resources/Vacancy #15

**DATE:** February 8, 2024

**TO:** ALL EMPLOYEES  
National Headquarters and District Offices

**FROM:** Everett B. Kelley   
National President

**SUBJECT:** Vacancy Announcement – Customer Service Technician, G-8/9, Finance Department

The purpose of this memorandum is to advise you that a vacancy exists for the position of Customer Service Technician in the Finance Department, effective immediately.

Selection to fill the vacancy will be made according to the AFGE/OPEIU #2 Contract and the National Executive Council's policy on hiring.

**Official Station:** National Office

All interested applicants **must submit resume to:** [jobs@afge.org](mailto:jobs@afge.org). Attention: Vacancy Announcement #15 to the Human Resources Department. Expressions of interest from **(internal candidates)** must be received by the close of business on Friday, February 16, 2024.

cc: National Executive Council  
Chief Steward, OPEIU #2  
Finance Department

**FOR BULLETIN BOARD POSTING**  
**NOT TO BE REMOVED**  
**(ADDITIONAL COPIES OF THIS POSTING MAY BE OBTAINED FROM**  
**THE AFGE CAREER WEBSITE)**

## POSITION DESCRIPTION

### **American Federation of Government Employees (AFGE)**

**Department:** National Secretary-Treasurer

**Location:** Finance Department

**FSLA Classification:** Non-Exempt

**Position Title:** Customer Service Technician

**Date of Revision/Creations:**

---

**CLASSIFICATION:** Customer Service Technician

### **I. INTRODUCTION**

The Finance Department has the responsibility of handling all financial matters and records, including the preparation of financial and management reports for the American Federation of Government Employees (AFGE). The position described herein is responsible for the auditing of vouchers and invoices, coding and entry of invoices and vouchers to the appropriate vendor and general ledger accounts in the accounting software and processing AFGE membership applications. Additionally, the functions of the Customer Service Technician are to prepare, proofread, organize, and enter membership applications, and assist in preparation and verification of membership billing, record and electronically transmit deposits and distribute all computer-generated reports. The incumbent may also be responsible for monitoring and tracking credit card charges and advances.

### **II. DUTIES AND RESPONSIBILITIES**

- Audits expense vouchers within the electronic expense reporting software, and verifies required approvals, receipts, and documentation for payment in accordance with applicable travel regulations. This includes the capturing of AFGE credit card transactions and travel advances. Must verify and code the credit card transactions to the appropriate month. Also provides appropriate comments within Concur for changes made to expense reports while auditing or prepares correspondence for paper vouchers regarding discrepancies and audit corrections that were made.
- Receives, codes, and enters data for all invoices received in the Finance Department. This also includes verification of appropriate approvals and routing to the appropriate authority for approval.
- Monitors incoming travel advance requests for timely processing and vendor accounts for prior travel advances and balances due AFGE. Also prepares correspondence to recipient about procedures and timeframe for clearing the

advance. This includes recording entries in spreadsheets to reflect recruitment payments processed through cash advances and assisting with capturing 1099 details for these types of cash payments by employees to members.

- Prepares spreadsheet detail to capture monthly service fees to assist with year end reporting requirements, including accruals.
- Processes dues refunds and recruitment payments from the data processing section and verifies that output matches the detail provided. Also assists with proofing edit lists from data processing for rebate batches, making sure the entries meet the qualifications for payment.
- Shares responsibility on a rotating weekly basis for proofing edit lists with other Accounts Payable (AP) technicians and obtain manager review for transactions over \$2,000. This includes collecting all documents in the edit, putting them in order for review and making changes from the review process. Once the edit list has been approved, the incumbent will be responsible for producing all checks and EFTs from the batches. Must also run the appropriate reports at the end of each day to capture detail of all payments and submit positive pay reports to the Wells Fargo CEO portal.
- Assists with monthly advance account reconciliation, including the notification to individuals about discrepancies, outstanding advances, and monitors the individual's response.
- Researches and responds to inquiries from various entities to help resolve discrepancies.
- Processes bi-weekly recurring garnishment entries from payroll and monthly recurring entries for rent and rebate payments, when instructed, to meet timelines.
- Assists the AP manager with year end audit schedules, 1099 filings, including preparing AP accrual journal entries.
- Complete adds, drops and status changes received from U.S. Post Office, electronic sources, and membership listings from Locals; prepare and batch Officer changes.
- Prepare batch header forms for all unassigned batches and enter all batches in Batch Control Log; close all Batch Control Logs after entering batches.
- Advise Locals how to maintain and correct membership records, and guide locals through the process of retrieving, printing and reconciling membership and financial information from the AFGE web site.

- Correspond with members and Local/Council officers regarding membership issues.
- Maintain officer records based on information received from election notices or direction from National Officers.
- Process membership requests and reports which include member cards, labels, membership listing, billing statements and customer ledger.
- Prepare miscellaneous charges to Locals and Councils for services rendered such as labels and bond premium.
- Prepare and process National Convention registration.
- Utilize imaging tool to scan and save documents entered and retrieve documents as needed.
- Review and mail PCT billing statements.
- Prepare and electronically transmit check deposits using Remote Deposit Tool.
- Retrieve and download lockbox information from internet.
- Record cash receipts entries in accounting system.
- Print and review cash receipts, edit list and attach all copies for Manager review.
- File deposit posting journals and supporting documents.
- Other duties as assigned.

### **III. WORK ENVIRONMENT**

Work is generally in an office setting. Periodically long hours are required. Employee experiences constant interruptions and inflexible deadlines. The noise level in this environment is quiet to loud. Duties are performed primarily indoors.

### **IV. CONTROLS OVER THE POSITION**

This position is under the direct supervision of either the Membership Data Integrity Manager or Accounting Services Manager in the Finance Department. This position may also receive general guidance from the Team Leaders on day-

to-day matters. The Director of Finance is responsible for the overall operations in the Finance Department.

Incumbents will receive a review by the supervisor after filling the position for one year to determine if all duties and responsibilities are being carried out on a routine basis without instruction. If all duties and responsibilities are being met or exceeded, then incumbent will be promoted to the next level.

## **V. QUALIFICATIONS**

- 1) High school graduate or proven educational equivalent.
- 2) At least two years experience in accounts payable or accounts receivable work, including work in a computerized accounting software system.
- 3) Ability to complete data entry into the system at a minimum of 50 words per minute with a high degree of accuracy.
- 4) Basic knowledge of Microsoft Word and Excel. Must be able to operate 10-key calculator by touch.
- 5) Must possess attention to detail and can review own work and detect errors.
- 6) Must be a team player and customer service oriented with the ability to communicate with various levels of internal and external customers, including officers, managers, employees, locals, and vendors.
- 7) Ability to perform word processing duties, typing, and other clerical assignments, as directed.
- 8) Ability to meet and deal with the public, Federation officials, government officials, and co-workers by telephone, and in person, in a helpful and courteous manner.
- 9) Demonstrate proper application and use of word processing equipment and have a familiarity with accounting procedures and principles.
- 10) Knowledge of correct English usage, grammar, and possess good spelling skills.
- 11) At least one (1) year of office experience, preferably experience in a position of similar type requiring the standards of performance listed in a. and b. above.

12) An interest in and loyalty to the labor movement.

## **VI. STATEMENT OF DIFFERENCES**

- Candidate can be promoted to G-9 when he/she has demonstrated the ability to fully perform the duties satisfactorily described at G-8 level after completing one-year employment.

## **VII. PHYSICAL DEMANDS OF THE POSITION**

- Employee must be able to work in a stationary position for extended periods of time.
- While performing the duties of this job, the employee is regularly required to communicate information by communicating on a telephone and/or telephone conference call. Must be able to understand questions posed by members and exchange accurate information with them.
- Ability to look a computer screen and operate a computer for long periods of time is required.

## **VIII. EEO STATEMENT**

AFGE provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, pregnancy, marital status, sexual orientation, personal appearance, gender identity and/or gender expression. In addition to federal law requirements, AFGE complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. 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.