

Position Description
Division of Enterprise Operations
Bureau of Enterprise Fleet

Position Number: 016963

Financial Specialist 2
Working Title: Flights Processing Associate

Under general supervision of the Enterprise Air Services Section Chief, this position will pre-audit, process, and submit invoices and other standard financial transactions; and maintain accounts payable and accounts receivable and other financial transaction records on automated systems for the Section's programs and operations. This position will perform flight data input, making corrections as necessary, and condense data into timely monthly billing files and reports. This position will audit and prepare monthly billing statements by performing the reconciliation process for financial reports, adjusting entries, as necessary.

As time allows, this position will act as front office staff, answering phones and providing trip planning services. In addition, this position will assist with procurement process and budgeting for the Section. This position will create section marketing information to showcase Air Services to the rest of State government personnel, to allow more efficient use of State resources and savings of taxpayer money. This position will create flight schedules using customer requirements and available appropriate aircraft, and pairing this with rated, current flight crew.

Goals and Worker Activities:

- 45% A. Provide section support by processing Accounts Receivable and Accounts Payable.
 - A1. Manage monthly billing operations, taking account of all State-owned aircraft, including those operated by other departments.
 - A2. Verify quoted flights are being billed at the booked levels.
 - A3. Account for any political flight billing changes.
 - A4. Tabulate monthly UW Hospital donor flight standby shift billing.
 - A5. Verify billing information provided by the customers to accurately invoice the customer for the flights through the State of Wisconsin billing systems in use. If necessary, contact the customer to get updated information.
 - A6. Create and distribute monthly billing reports to supervisors
 - A7. Reconcile monthly credit card and fuel purchases for section aircraft.
 - A8. Record and/or verify the data written by the pilots onto the flight log in billing software programs for all flights.
 - A9. Assist Aviation Manager with collecting and processing of financial information for use in budgets or other reports.

- 15% B. Prepare trip cost quotes for customers
 - B1. Audit flight data and rates required to create a reasonable quote, both in terms of what the needs of the customer are, and how they can be fulfilled by Air Services.

- B2. Create a quote for the customer, utilizing stock cost categories and adapting as needed.
 - B3. Verify what airports are appropriate for flight use, any restrictions there, and how long it will take to travel between destination(s).
 - B4. Log billing data for accounts payable and accounts receivable reconciliation.
- 20% C. Provide administrative support to Section staff and customers. Act as a Customer Service Representative to assist in booking flights. Facilitate customer communications.
- C1. Interact effectively and professionally with customers and staff via email, telephone, and in person contacts.
 - C2. Track current and future customer base and how to better fulfill their needs through service provision. Develop section marketing information to promote Air Services facilities and products.
 - C3. Serve as initial contact and resource for Wisconsin Air Services. Properly determine and distribute communications received to the appropriate staff member for action.
 - C4. Suggest improvements to enhance Air Services' operations.
- 15% D. Manage the recording and posting of flight schedule information
- D1. Maintain and publish current schedules of both available pilots and aircraft. This includes future scheduled flights, pop-up (OTD) flights, time for required aircraft maintenance, rest time for pilots and required recurrent training.
 - D2. Book flights with customers, verifying the availability of both personnel and aircraft for the trip. Follow through by scheduling of both pilots and aircraft for the flight.
 - D3. Provide directions to trip organizers or travelers for additional information and reservations such as ground transportation and lodging. Arrange services for both customers and crew at destination(s).
- 5% E. Perform other duties as assigned.

Knowledges, Skills, and Abilities:

- General knowledge of basic accounting and auditing principles and practices
- Knowledge of general office procedures and functions
- Ability to perform basic math calculations
- Skill in interpreting rules and policies
- Effective organization and data management skills
- Effective recordkeeping skills
- Extensive knowledge and skill in computer programs, including financial systems such as computerized spreadsheets and databases.
- Effective written and oral communication skills