

Broad Creek PSD Job Description

Job Title: Accounts Receivable Specialist

Department: Administration

Reports To: Finance/Admin Director

FLSA Status: Nonexempt

Hiring Range: \$42,000 - \$48,000

Job Summary: Contributes to accurate and timely receipt of district revenues and accurate billing of District customers consistent with our rate structure by assisting the Utility Billing Specialist with billing, receivables and customer questions. Performs special projects as assigned.

Essential Duties and Responsibilities include the following. Other duties may be assigned:

Daily processes customer cash, check and credit card water bill payments. Monthly processes bank draft utility bill payments through utility billing software and online bank program. Reviews and electronically saves system postings. Troubleshoots customer payment problems and questions.

As Utility Billing Specialist backup assists with uploads of meter readings utilizing utility billing software to calculate and generate five monthly cycles of approximately 1500 utility bills. Reviews for errors and posts utility bills. Assists in researching billing system errors as needed in conjunction with the utility billing software help staff.

As Utility Billing Specialist backup assists with setting up new accounts and generating letters requesting payment of miscellaneous fees including rental deposits, construction deposits, and tap-in fees. Assists in handling customer calls regarding billing questions, meter problems, fee and rate schedules, property transfers, and new accounts.

Prepares monthly Commission Meeting room setup, packets and advertising in local paper. Works with Commissioners to ensure timely submittal of state ethics reporting.

Daily assists Administration in answering phones. Performs miscellaneous projects at the direction of Managements to include but not limited to invoice scanning, Commission minute scanning, software database updating.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Keeps emotions under control.

Oral Communication - Listens and gets clarification; Responds well to questions.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

Judgement - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associates Degree or BA in accounting or related field preferred. Administrative and customer service experience required. Cash receipt experience preferred.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual must learn MCSJ Financial software and online banking processes. Must be proficient in Microsoft Office Suite.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.