



Effective: July 1, 2021
City of Sweet Home
Accounts Receivable Specialist Job Description
FLSA Non-Exempt
AFSCME

AFSCME:

Approved by: [Signature] 07 APR 21

[Signature] 07 April 2021

ACCOUNTS RECEIVABLE SPECIALISTS

The City of Sweet Home values trustworthy employees with a positive attitude who are willing to offer great service, are committed to customer satisfaction and actively support and uphold the City's mission and values. Professionalism, tact, and strong interpersonal skills are important to be an effective and efficient team member. Day to day responsibilities are unique to each role but contribute to a common direction and a collaborative work environment. Regular attendance is essential for continuity, productivity, and success. Practicing good judgement which exemplifies integrity is essential. Employees are to be responsible and accountable for their work and treat others in a respectful and supportive manner. The City encourages employees to develop themselves professionally and personally.

A. SUMMARY:

This position performs a variety of routine and complex tasks in support of the Finance Department. Areas of responsibility include Accounts Receivable and Utility Billing. This position is responsible for the Accounts Receivable process as well as the associated reconciliations and analysis. Incumbent shall review and reconcile financial data, correcting inaccuracies, recommending changes in procedures to improve internal controls or improve efficiencies. Incumbent is expected to accomplish routine tasks independently and handle non-routine responsibilities with moderate amount of supervision and instruction. These tasks are illustrative only and may include other related duties.

B. SUPERVISION RECEIVED AND EXERCISED:

Work is performed under the direction of the Finance Director, or his/her designee, who reviews work on the basis of results obtained. The Accounts Receivable Specialist is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. The incumbent must review, and monitor work submitted by others.

C. EXAMPLES OF DUTIES:

The duties listed here are intended for illustration. The omission of any assignment does not exclude it from the position.

1. Prepares, posts, verifies and records customer payments and transactions related to utility billing and other receivables including, but not limited to, property taxes, assessments and other miscellaneous receivables.
2. Maintains and updates Utility Billing customer files, including name or address changes, mergers or mailing attentions.
3. Prepares billing and past due notices for utility accounts monthly.
4. Creates reports regarding the status of customer accounts as requested.

5. Review and process department deposits.
6. Prepare collections reports according to department policies.
7. Answers inquiries on the telephone and meets public at the front counter. Directs people to the proper department/division as the primary receptionist for phone and in-person traffic.
8. Establishes and maintains accounts receivable files in compliance with GAAP and other accounting policies, best practices and archiving requirements.
9. Assists in the month-end and year-end processes including preparation of audit work files, related to, but not limited to, cash receipts and accounts receivable.
10. Maintains confidentiality and exercises discretion and judgement in dealing with sensitive or confidential information within the guidelines of the City's policies and customer service standards.
11. Provides passport service to customers.
12. Represents the City of Sweet Home by responding to the public, citizens, its employees and others in a prompt, professional and courteous manner while continuously maintaining a positive customer service demeanor. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.
13. Assists other staff in the performance of their duties as assigned and performs other duties, or serves as a member of various City committees, as assigned by the supervisor.
14. Arrives to work, meetings and other work-related functions on time and maintains regular job attendance.

D. WORK ENVIRONMENT/PHYSICAL DEMANDS:

Essential duties require the following physical abilities and work environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. In the performance of job duties, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, and operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
2. Work is performed in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
3. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus.
4. Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards, calculator and telephones.
5. The noise level in the work environment is usually quiet to moderate.

E. ADDITIONAL POSITION REQUIREMENTS:

Ability To

1. Work independently and in a fast-paced environment.
2. Anticipate work needs and interact professionally with customers.
3. Interact with agitated community members in a productive, objective and equitable manner.
4. Consistently meets required deadlines.
5. Apply common sense understanding to carry out instruction furnished in written, oral or diagram form.

6. Communicate effectively and professionally with diverse audiences, including the public, the City Council, and City staff at all levels.
7. Form efficient and effective working relationships with other employees and the public.
8. Work in a busy environment with multiple activities and customers.
9. Be at work on time and ready to work physically and mentally. Be available for work. Give a full day's work.
10. Respond in a positive manner to directions.
11. Learn present jobs as well as new jobs within the scope of the position. Adjust to change.
12. Get along with others.
13. Learn, know, and follows the rules, policies, practices, and procedures of the department.

Required Knowledge and Skills

In the performance of job duties, the employee will use a personal computer and various software programs; motor vehicle; calculator; digital camera and/or video recorder; portable radio; phone; copy and fax machines; and other related tools and equipment.

License and Certificate

Oregon Driver's License with good driving record required for use of City vehicle.

Experience and Education

High school diploma or equivalent required and two years of related experience. Experience using computerized accounting systems. Experience with Springbrook Enterprise software and prior accounts receivable, cash management and electronic payment processing is preferred.

-OR-

Associates Degree from accredited college or university with major coursework in accounting, billing, business administration or related field and one year of related experience.

