

Birch Bay Water & Sewer District Job Description



Job Title: Accounts Receivable Clerk (Billing/AP)

FLSA Status: Non-Exempt

Reports to: Finance Director

Revision Date: April 13, 2018

2018 Pay range \$21.90-\$31.18

POSITION PURPOSE:

Responsible for providing customer service to the public and performing a variety of bookkeeping and clerical duties in support of the District's billing, accounts payable, general accounting, and reception functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES (includes but are not limited to the following):

- Responsible for being the District's first point of contact at the front counter and on the telephone performing all related customer service tasks such as responding to customer billing inquiries and concerns, providing general information, and routing customers to appropriate District staff.
- Takes payments at the counter, and over the phone for credit and debit transactions.
- Posts all payments to accounts, including credits, debits, adjustments and special charges, and makes up bank deposits.
- Works with customers to verify transactions and resolve inquiries regarding billing and other matters.
- Creates work orders for field crew in regards to checking leaks, verifying meter readings, and other services and conducts follow-up.
- Opens new Utility Billing accounts, processes title/escrow payoff requests, processes adjustments to accounts, prepares billing statements and/or billing file, annual past due statements, and provides updates regarding LID accounts in foreclosure.
- Processes accounts payable invoices and prepares vouchers and reports.
- Orders, maintains, inventories and distributes office supplies.
- Serves as support to Board Clerk to prepare Board meeting agenda packets and occasionally take the minutes.
- Prepares information for monthly bank reconciliation.
- Opens, sorts and distributes incoming mail as needed; assists in mailing billings and accounts payable.
- Performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Bookkeeping fundamentals and procedures;
- Customer service techniques and telephone etiquette;
- Computers and applicable financial software applications;
- Grammar, spelling, and punctuation;

- Filing and file maintenance techniques;
- Oral & written communication skills
- Basic office procedures.

Ability to:

- Apply District guidelines, policies and procedures;
- Apply effective customer service techniques; respond to customer inquiries and concerns in a courteous, understanding and concerned manner.
- Pay attention to detail and accuracy;
- Perform math calculations at a reasonable speed;
- Use a computer and applicable software related to job duties;
- Establish and maintain effective interpersonal relationships at all organizational levels and with the public;
- Communicate with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction;
- Prioritize work, accommodate interruptions, and meet deadlines;
- Maintain confidentiality.
- Use office equipment such as multi-line telephone system, copiers, calculators and fax machines.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of experience in general bookkeeping support, billing, customer service or related experience.

Education: High school diploma or GED.

Licenses and Certifications:

Valid Washington State Driver's License and proof of legal work status in U.S.

WORK ENVIRONMENT:

Duties are performed primarily in an office environment with sitting for long periods of time, utilizing standard office equipment and a personal computer. The noise level in the work environment is usually moderately quiet. May be required to deal with upset customers.

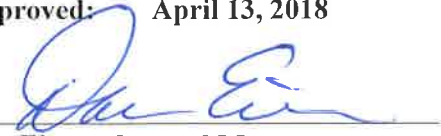
PHYSICAL REQUIREMENTS:

This classification typically requires stooping, kneeling, walking, pulling, lifting, finger dexterity, grasping, talking hearing, seeing, and repetitive motions.

Light Work: Frequent lifting, carrying, pushing or pulling up to 10 pounds and/or occasional lifting, carrying, pushing or pulling up to 20 pounds. Frequent walking, standing or sitting most of the time and using arms or legs to push/pull.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: April 13, 2018

A handwritten signature in blue ink, appearing to read "Dan Eisses", is written over a horizontal line.

Dan Eisses, General Manager