



ORGANIZATION: City of Lincoln City
JOB TITLE: Lead Accounts Receivable
FLSA STATUS: Non-Exempt, Grade 8
UNION: AFSCME
UPDATED: September 2019

PURPOSE OF POSITION: Lead and participate in all accounts receivable financial activities of the City in compliance with established regulations, ordinances and resolutions. Deliver excellent customer service to the public.

ESSENTIAL JOB FUNCTIONS:

Provide a friendly and knowledgeable presence for the Accounts Receivable division of the Finance Department. Handle escalated interactions with the public when A/R Manager is unavailable. Provide professional and polite customer assistance in establishing payment arrangements/schedules. Use excellent customer service skills and good judgment when responding to in-person, telephone or written inquiries from the public.

In a lead capacity, train and mentor team members and participate in duties of the team. Assist the team by answering various questions, resolving problems, providing technical assistance and guidance regarding work and departmental processes as directed. Demonstrate and model use of proper procedures. Recommend any procedural changes in the best interest of the City. Provide input into the hiring and performance evaluation of team members.

Prepare, process, and maintain computerized utility management billings, notices, related accounting records and reports consistent with established departmental procedures. Pursue initial collection efforts for past due utility accounts. Update and maintain utility billing account maps.

Prepare, process, and maintain computerized miscellaneous accounts receivable monthly, quarterly, semi-annually and yearly invoicing.

Complete daily reconciliation of cash receipts. Balance Daily combined cash receipts and post to associated spreadsheets when Manager is unavailable.

Research, provide information and prepare data summaries and reports for use by others within Finance and other departments as requested.

Provide back-up and support to the Accounts Receivable front counter, municipal court and the information desk for walk-in and phone customers as needed.

Use Microsoft Office and all City programs, software and systems to perform job duties. This includes using the City's e-mail system to engage in appropriate and professional communications internally and externally as needed to perform job duties.

Maintain professional, respectful and cooperative working relationships with City staff, other organizations and the general public.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

Follow all safety rules and procedures for work areas. This includes modeling safe work practices for the team. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: As part of a rotation through selected City personnel, deliver mail from the City to the post office. Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: High School education or equivalent supplemented by two years of additional accounting training and four years experience in maintaining municipal financial records, processing payments and delivering direct customer service to the public or six years of related experience, including at least one year of demonstrated leadership skills, or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Advanced knowledge of utility billing processes and accounts receivable and collections functions in a computerized accounting environment, a variety of office procedures and practices, use of office equipment, accounting and word processing software, etc. Advanced knowledge of City ordinances and related compliance measures as well as expertise with audit and reconciliation techniques. Intermediate to advanced computer skills and software knowledge, word processing (Word), spreadsheet applications (Excel), the Internet, email and Caselle financial system. Demonstrated leadership/delegation skills, excellent communication, organization, accuracy, mathematical, time management and attention to detail skills. Proven ability to develop and maintain professional working relationships with co-workers, supervisors, subordinates and other departments.

SPECIAL REQUIREMENTS/LICENSES: None.

DESIRABLE REQUIREMENTS: Previous supervisory or lead worker experience. Possession of an Associate's degree in accounting, finance, mathematics or a related field. Knowledge of the specific accounting, word processing and spreadsheet applications software utilized within the department. Experience performing account reconciliations. Experience in working for a billing or municipal billing department. Valid driver's license preferred. Bilingual (English/Spanish).

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, bend, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, telephone, postage meter and other standard office equipment.

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WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noises.

SUPERVISORY RESPONSIBILITIES: In a lead capacity, provides direction to one to three FTE.

SUPERVISION RECEIVED: Works under the general supervision of the Accounts Receivable Manager.