



ORGANIZATION: City of Lincoln City
JOB TITLE: Accounts Receivable Permit Processor
FLSA STATUS: Non-Exempt, Grade 6
UNION: AFSCME
UPDATED: September 2019

PURPOSE OF POSITION: Perform various accounting and clerical tasks. Enforce and manage the issuance of the City's business permits. 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. Use excellent customer service skills and good judgment when interacting with the public in-person, by multi-line telephone or in writing. Act as the secondary person on phones for the department.

Maintain permit files and customer information in accordance with state archive regulations and confidentiality/privacy standards.

Create, file and manage Transient Room Tax (TRT) quarter/monthly tax returns. Compute taxes and fees, penalties and interest due. Follow proper handling and security requirements.

Complete application process for new and renewal of permits, such as: Occupational Tax (OTP), Alarm, TRT and Vacation Rental Dwelling (VRD). Manage and monitor permits for delinquency and non-compliance.

Retrieve, process and route City mail.

Back-up payment receipt functions for department, including posting payments, maintaining and accurately reconciling cash drawer daily and creating cash receipt reports daily.

Provide back-up customer support for utility management and produce utility management service orders.

Provide back-up to the Information Desk for walk-in and phone customers as needed.

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

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.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: 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. Work independently on special research or other projects with in a deadline as directed. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: High School education or equivalent supplemented by one year of higher education or training in accounting or a related field and two years experience in performing direct customer service and accounting duties, or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of permitting regulations and confidentiality/privacy requirements as well as sufficient knowledge of Utility Management to back-up that function. Demonstrated knowledge of accounting practices and accounts receivable processing, general office practices and procedures, business English and grammar and operation of standard office equipment. Intermediate to advanced computer skills and software knowledge, word processing (Word), spreadsheet applications (Excel), the Internet, email and Caselle financial system. Demonstrated excellent communication, customer service, mathematical, organization, time management, accuracy and attention to detail skills.

SPECIAL REQUIREMENTS/LICENSES: None

DESIRABLE REQUIREMENTS: Work within a billing department or a municipal billing department. Valid Oregon driver's license. Bilingual (English/Spanish).

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 15 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, telephone, calculator and other standard office equipment.

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: Supervision is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel on department policies and practices.

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