



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

PURPOSE OF POSITION: Perform various accounting and clerical tasks. Post and deposit payments and handle collection activities. 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 telephone or in writing. Primary on phones for the department.

Accurately perform cash receipting and posting functions, including accepting and receipting payments for all departmental functions and posting payments and preparing bank deposits for monies received from other departments. Also includes maintaining and reconciling the cash drawer daily and creating cash receipt reports daily.

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

Manage and reconcile the City's petty cash fund.

Complete, process and manage ordinance driven forms such as Auto-pay Authorizations, Renter/Manager Authorizations, Leak Adjustment Requests, Utility Management Service Orders, etc.

Conduct monthly review aging on accounts with payment schedules to ensure the agreement is being honored by customer and city.

Manage and monitor utility accounts that have been disconnected for the need to reinstate water service or to discover illegal use of water service. Prepare and mail timely delinquency letters to customers when service has been disconnected.

Back-up the business permit processing functions, including answering customer questions, opening basic Occupational Tax Permits (OTPs) and assist customers to complete forms.

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: 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. 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, one year higher education or training and two years experience in performing 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. Demonstrated knowledge of accounting practices and accounts receivable processing, general office practices and procedures, business English and grammar and operation of standard office equipment and sufficient knowledge of business permitting processes and confidentiality/privacy rules to back up that function. Intermediate to advanced computer skills and software knowledge, word processing (Word), spreadsheet applications (Excel), the Internet, email and Caselle financial system. Demonstrated excellent communication, organization, time management, customer service, mathematical, 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.