

City of Bluffton Job Description

Job Title: Accounts Receivable Clerk
Department: Municipal Utilities - Office
Reports To: Director of Utilities
FLSA Status: Nonexempt
Last HR Review: July 2016

Principal Function: The Accounts Receivable Clerk is responsible for receiving and processing payments from customers and providing clerical support to the office.

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Receives cash payments from customers paying bills at the customer service window along with "in and out" work service orders.
2. Processes customer payments received through the mail and deposit box, verifies receipts with drawer from proper reconciliation reporting.
3. Provides additional office support to include: operating the telephone to receive incoming inquiries, complaints, and/or issues.
4. Performs duties of other office staff during an absence.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Competencies: To perform this job successfully, all employees working in the City should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping one's emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** -Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

City of Bluffton Job Description

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Education and/or Experience: High school diploma or general education degree (GED); and one year related experience and/or training; or equivalent combination of education and experience. Previous financial administrative experience working in a government related environment is desired.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint, and Frey Utility Computer Systems (BUCS and Cubic).
- A working knowledge of all forms and claims used by the utility is required.
- A working knowledge of the accounts receivable policies, practices, and procedures is required.
- A working knowledge of accounting processes and procedures is required.
- A working knowledge of report writing is required.
- The ability to operate a multi-line telephone system is required.
- The ability to multi-task and work in a fast paced environment while providing exceptional customer services is required.
- The ability to attend meetings and seminars as requested is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is desired.
- The ability to speak, read and write in English is required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; and walk. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts and the risk of electrical shock when working with office equipment and outdoor weather conditions. The noise level in the work environment is usually quiet.

While the offices of the City are open from 8:00 a.m. to 5:00 p.m., Monday through Friday, this position may require work beyond these hours and on the weekends and holidays. It may also require the ability to drive from the City Hall to other City buildings and/or City businesses on behalf of the Municipal Utilities Department. Thus, a valid driver's license may be required.