



Accounts Receivable & Customer Service

City of Thorne Bay

SALARY RANGE

General Schedule (GS) Pay Scale in Alaska
Position Starts at Grade 5; Step 1; General Schedule PayScale

DEFINITION:

Accounts Receivables & Customer Service Clerk, works under the direction of the City Clerk, performing the duties of Receptionist and Accounts Receivable.

This position supports the City Clerk in the daily operation of the City Clerk's Office and is responsible for performing basic cashiering functions, receptionist duties and clerical tasks, which include computer operation, copying, answering the phones, providing information, and maintaining files, assists the Finance Officer in the completion of their duties and performs other related duties as assigned.

This is a full-time position as that term is described in the Thorne Bay Municipal Code, Chapter 2.24. Accounting Clerk is an at-will employee and shall be removed from city employment for just cause or if funding is not appropriated for the position.

The individual in this position will report to the City Clerk or, when unavailable, the Finance Officer, who will determine work priorities and job assignments as required by the City. All employees must comply with the provisions of the Municipal Code 2.24 – Officers and Employees.

EXAMPLE OF DUTIES:

Serve as the first point of contact and first impression of the City government providing exceptional customer service to the public, other governmental agencies, and internal departments.

Provide and disseminate accurate information about City departments and services, explain and apply ordinances, policies, and procedures, as they apply to job specific tasks, and refer queries to the appropriate department, staff member or other agency.

Maintains Accounts Receivable:

- Maintain adequate supply of billing forms
- Maintain A/R customer files (Sewer, Water, Garbage Utilities)
- Maintain customer accounts in the City's QuickBooks Accounting System.
 - (i.e. - correct addresses or contact info) and create new customer accounts in QuickBooks
- Prepare weekly solid waste spreadsheet (to track overages) for solid waste operators
- Review monthly billings for errors prior to billing run.
- Prepare monthly billings (customer statements)
- Create invoices for all harbor, water, sewer and solid waste utility (City Utilities);
- Issue receipts for and daily reconciliation of funds collected
- Prepare delinquent account notices for all city customer accounts
- Prepare disconnect notices (10 day and 24 hour) for utility statements
- Advise City Clerk of delinquent accounts on a monthly basis
- Create and maintain a customer 'hold' list - for customers who will not pay their account for utilities, solid waste charges, parking permits or harbor stall accounts
- Maintain monthly meter reading database
- Prepare monthly water service use spreadsheet, for water employees to track metered water use, and overages
- Maintain Harbor database for stall rentals and parking database (Main Harbor and DL Harbor)
- Send annual billings
- Maintain leases and lease payments
- Maintain record of all: Animal licenses, park & sell permits, parking permits, Senior Tax-Exempt cards, ATV registrations, boat launch permits, RV park rentals, etc...

- Manage & Maintain daily Cash Till. Including daily close-out which accounts for all cash, checks, and credit card payments received.
- Keep till at a regular operating level - generally- but NOT REQUIRED - \$100.00
- Act as 911 dispatcher during regular office hours.
- Check post office box, open and distribute all City mail.
- Keep all City forms current and updated. Maintain city forms on city website
- Work with the Alaska Court System to coordinate traffic ticket transfers and court uploads.
- Accept, screen, process, approve, and perform DMV transactions per the Commission Agreement with the State of Alaska
- File and track all citations issued by VPSO or other authorized officer or employee, ensuring integrity of records.
- Assists the Finance Officer in Accounts Payable and Payroll Operations.
- Performs other related duties as assigned by the City Clerk or City Administrator.

The above examples are representative of assignments performed by this class and are not intended to be inclusive.

MINIMUM QUALIFICATIONS / SPECIAL QUALIFICATIONS:

Bachelor's Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations, Political Science or a related discipline and five (5) years of administrative experience involving development and maintenance of detailed and complex records and/or documents, two (2) years of which must have been in a supervisory position.

OR

Associate's Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations, Political Science or a related discipline and seven (7) years of administrative experience involving development and maintenance of detailed and complex records and/or documents, two (2) years of which must have been in a supervisory position.

OR

High school diploma, GED, or equivalent with at least 3 years' experience in a similar role or that which may be acceptable by the Mayor. Strong math, typing, and computer skills, especially with bookkeeping software. Excellent communication, research, problem-solving, and time management skills. High level of accuracy, efficiency, and accountability.

KNOWLEDGE SKILLS AND ABILITIES:

- These factors will be the basis for selecting those qualified candidates to be interviewed. Candidates hired must satisfactorily demonstrate these factors during a prescribed probationary period for continued employment:
- Knowledge of modern clerical and general office procedures including record keeping, English composition, spelling, grammar, and proper sentence structure. Some math and accounting experience is necessary for data entry and spreadsheet development.
- Knowledge of the operation of office equipment, including the operation of personal computers, to include general word processing and spreadsheet software, e-mail, and calendaring functions, transcription equipment, adding machines, facsimile equipment and a variety of copy and scanning machines.
- Knowledge of the principles and practices of cashiering.
- Ability to receive cash, process credit card transactions and make change with accuracy and speed.
- Ability to research and maintain accurate record and reports for dispositions and citations.
- Ability to deal with the general public, coworkers, and other governmental agencies effectively and harmoniously and to address and resolve customer issues in potentially difficult situations.
- Ability to understand code requirements and comply and communicate those requirements to the general public.
- Ability to understand and follow oral and written instructions.
- Ability to work independently with little supervision demonstrating self-motivation in the execution of the position's responsibilities.
- Ability to maintain a high degree of confidentiality.