

ACCOUNTS RECEIVABLE COORDINATOR
(Utilities Customer Service)

MAJOR FUNCTION

This position involves checking/matching/researching data and verifying accuracy of accounts receivable transactions in order to process, record, balance, and/or reconcile transactions, data and/or input/output in accordance with established internal guidelines and practices.

ILLUSTRATIVE DUTIES

- Responsibilities include daily balancing of cash, checks, and credit card utility payment transactions
- Supervises daily utility payment processing
- Establishes and monitors accounting policies and procedures of the Utilities' Customer Service in areas of cash receipts, credit card and online payments
- Records and prepares deposits for cash receipts; classifies receipts in accordance with established codes; prepares daily tabulation and reports of cash receipts; receives, accounts for and safeguards cash and checks
- Makes daily entries in accounts receivable spreadsheet file
- Researches and responds to disputes concerning the return of checks and credit card payments
- Provides back-up support to other positions and the office in case of absence or work overload
- Responsible for managerial duties including hiring, training counseling, terminating, assigning duties and daily supervision of assigned staff
- Direct the activities of the Utility courier and custodian
- Manages office petty cash
- Performs other related duties as assigned

KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of office practices, procedures and equipment
- Knowledge of basic math, including the ability to add, subtract, multiply and divide accurately
- Working knowledge of department operations, functions, policies and procedure
- Ability to communicate effectively with other employees, internal and external customers with tact, courtesy and good judgment
- Ability to work with accuracy and attention to detail
- Ability to use a personal computer, fax, printer, copier, calculator, and other related office equipment
- Ability to research, investigate, experiment, detect, inspect, verify, recognize and recommend solutions.

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MINIMUM QUALIFICATIONS

Graduate of an accredited high school or possess an acceptable equivalency diploma and have a minimum of three (3) years accounts receivable experience, including two (2) years supervisory experience.

Must be able to utilize all features afforded by word processing software, spreadsheet software and online software as needed.

Must possess a valid driver's license and be able to secure a valid Florida driver's license at the time of employment within this classification.

A comparable amount of related training and experience may be substituted for the minimum qualifications.

REV. 1: 04/20/12