Accounts Receivable Clerk
City of Albert Lea

Title of Class: Accounts Receivable Clerk
Department: Finance
Effective Date: May 2007
FLSA: Non-Exempt
Revised Date: July 2017
Union: Non-Union

DESCRIPTION OF WORK

General Statement of Duties: Performs routine to moderately skilled accounts receivable work accepting and processing bill payments and deposits, entering receivables into department-specific finance software and answering related questions; acts as main point of contact for all city related inquiries in person or over the phone, directing customers to appropriate location for assistance and service; performs related duties as required.

Supervision Received: Works under the general and/or technical supervision of the Finance Director and/or Accounting Supervisor.

Supervision Exercised: None.

TYPICAL DUTIES PERFORMED

The listed examples may not include all duties performed by all positions in this class. Duties may vary somewhat from position to position within a class.

*Answers phone calls and in-person requests for information, determines nature of business, supplies information, answers questions or refers to others.
*Accepts payments for utilities, assessments, hangar rentals and other miscellaneous bills; provides change if needed from the cash drawer and provides a receipt; sorts, verifies, and enters into finance software and audits for accuracy.
*Receives cash deposits from other departments; counts cash and provides receipt, verifies total received by category and enters the information into the proper account.
*Scan accounts payable, accounts receivable and other finance department records for data retention.
*Answers questions and responds to complaints and discrepancies on utility bills and related utility issues.
*Enters deposits received electronically using data provided.
*Balances cash drawer at the end of each day.
*Prepares memos, letters and forms, makes copies, files and retrieves documents, sends and receives faxes and emails
*Handles communication with public works staff regarding routine maintenance issues, water shut-off and turn-on requests for routine purposes and for delinquency reasons.

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*Approves or disapproves requests for delayed utility payments in accordance with specific guidelines; obtains approval from Finance Director for requests inconsistent with guidelines.
*Sends notices to pet owners and sells pet licenses, enters information into computer and prepares reports for the Police Department including the number of spayed and neutered pets with comparisons to previous years; responds to questions on pet ownership from animal control.
*Enters fuel inventory data
*Assists accounting technicians as needed or required.
Performs other duties as needed or required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

*Considerable knowledge of processes and procedures for accepting and recording deposits and payments using specialized finance software.
*Considerable knowledge of effective customer service practices.
*Considerable knowledge of standard office practices including operation of a computer.
*Considerable knowledge of City ordinance regarding licensing requirements of pets.
*Working knowledge of all City departmental functions and responsibilities.
*Working knowledge of Finance Department operations, policies and procedures.
*Working knowledge of grammar, spelling and punctuation.
*Considerable skill in customer service, including handling complaints and explaining policies and requirements.
*Considerable ability to process transactions and enter information with speed and accuracy.
*Considerable ability to keep accurate, complete and organized records and files.
*Considerable ability to develop and maintain effective working relationships and to communicate effectively with City staff and the general public.
*Considerable ability to operate standard office equipment including a networked personal computer with word processing, spreadsheet and finance database software.
*Considerable ability to use fine motor skills and perform repetitive movements to process transactions, make change and enter data.
*Working ability to see and read finance forms and documents and computer screens.
*Working ability to make arithmetic computations with speed and accuracy.
*Working ability to follow oral and written instructions.
*Working ability to hear and speak when communicating with a large variety of people.
*Working ability to stand, bend or stoop to file or retrieve files and to sit for long periods.
MINIMUM QUALIFICATIONS

Two years of administrative support experience including customer service, record keeping, and regular computer use involving standard word processing and spreadsheet software (or an equivalent combination of training and experience).

Note: Asterisked items are essential to the job.