



Lake Whatcom Water & Sewer District Job Description

Job Title: Accounts Receivable Technician **FLSA Status:** Non-Exempt

Reports To: Finance Manager **Revision Date:** May 25, 2011

POSITION PURPOSE:

Under general supervision, performs a variety of accounting clerical duties. Prepares and processes the District's monthly utility billing statements; receives and responds to customer service billing questions; maintains and updates customer accounts; posts cash receipts; makes bank deposits; processes invoices, vouchers and warrants; greets and assists customers, staff and vendors.

REPORTING RELATIONSHIPS:

Reports to the Finance Manager and does not supervise others.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Provides customer service on the telephone or at the front counter regarding billing inquiries, customer concerns and District related issues; works closely with property managers and real estate businesses; evaluates, resolves and/or directs customer concerns; coordinates with field crew on work orders and sets priorities based upon demand;
- Works with customers to verify transactions and resolve inquiries about billing and other matters;
- Performs all tasks related to customer billing including setting up payment arrangements, establishing and entering new accounts, receiving payments, processing final bills, calculating and preparing adjustments and refunds, tracking delinquent payments and collections; initiating shutoffs, and processing billing cycles;
- Balances daily payments; prepares bank deposits, processes payments, and posts payments to customer accounts; generates corresponding reports;
- Prepares property liens; confirms delinquent account status, verifies legal description and policy parameters; calculates charges and fees; documents account activities and monitors ongoing lien activities; generates status reports;
- Dispatches field personnel for checking leaks, lock and unlock of meters, verifies meter readings, and other services and conducts follow-ups;
- Provides information to the Finance Manager for transfers of receipts and disbursement to the General Ledger; posts and verifies data to produce regular daily, monthly and yearly reports;
- Compiles, reviews, and edits a variety of other reports related to water/sewer billing and meters;
- Performs other related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Accounting fundamentals and procedures;
- Customer service techniques and telephone etiquette;
- Computers and applicable software applications;
- Grammar, spelling and punctuation;
- Filing and file maintenance techniques;
- Basic office procedures.

Ability to:

- Apply District accounting and auditing guidelines, policies and procedures;
- Apply effective customer service techniques; respond to customer inquiries and complaints in a courteous, understanding and concerned manner;
- Pay attention to detail and accuracy;
- Use a computer and applicable software related to job duties;
- Establish and maintain effective interpersonal relationships at all organization levels and with the public;
- Communicate with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction;
- Prioritize work, accommodate interruptions, and meet deadlines;
- Maintain confidentiality;
- Use office equipment such as multi-line telephone system, copiers, calculators and fax machines.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience: Four years of experience in general accounting support, billing customer service or related experience.

Education: High school diploma or GED. Completion of one year of college level coursework in accounting or related vocational training preferred.

Licenses and Certifications:

- Valid Washington State Driver's License.

WORK ENVIRONMENT:

Duties are performed primarily in an office environment with sitting for long periods of time, utilizing standard office equipment and a personal computer. The noise level in the work environment is usually moderately quiet. May be required to deal with upset customers.

PHYSICAL REQUIREMENTS:

This classification typically requires stooping, kneeling, walking, pulling, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Frequently lifting, carrying, pushing or pulling up to 10 pounds and/or occasionally lifting, carrying, pushing or pulling up to 20 pounds. Frequent walking, standing or sitting most of the time and using arms or legs to push/pull.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: May 25, 2011

Patrick Sorensen, General Manager