

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB348 Accounts Receivable Program Manager
POSITION #/TITLE: 2389 Accounts Receivable Program Manager	Adopted: 04-07 Revised: 05-14

POSITION DESCRIPTION

Dept /Division Finance-Administrative Services/Finance Operations	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 11
Reports To Position #/Job Code #/JC Title: 2667/NB017/Asst Finance Director	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Sedentary	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Standard Word and Standard and Intermediate Excel
Personal Protective Equipment: None	

General Statement of Duties

Administers the City-wide Miscellaneous Accounts Receivable Billing and Collections functions. Ensures accurate and timely processing of City invoices, statements and communicates via telephone with customers, vendors or other city employees, along with following the regulations of the Fair Debt Collections and Practice Act.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over employees in the classification of Accounting Specialist I.

Examples of Essential Work (Illustrative Only)

- Administers all Accounts Receivable billing collection tasks to ensure they are in accordance with policies and procedures;
- Creates and maintains financial system customer accounts;
- Maintains customer ACH data;
- Maintains and approves ACH for direct debit invoice transactions;
- Processes bad debt write offs, refunds and credit memos according to City policy;
- Provides IRS with Form 1099 reportable information;
- Reviews GL distribution on billings to ensure appropriateness;
- Reviews billing terms to ensure appropriateness;
- Creates and maintains charge codes, distribution codes and other Billing/Accounts Receivable items;
- Creates recurring installment invoices;
- Reviews/loads interface billing transactions;
- Creates and transfers files to collection agencies/reconciles data;
- Balances billing postings to the general ledger;
- Handles customer communications and collections;
- Reviews, confers and prepares departmental invoices;

Processes and distributes dunning letters and customer statements;
Notifies department management of past due accounts, reconciles accounts for transfer to bad debt;
Processes liens and assessments and maintain information on status;
Provides information for the annual external audit;
Notifies Accounts Payable Program Manager of any unclaimed property;
Provides daily supervision of the Accounts Receivable staff;
Trains and supports other Accounts Receivable team members;
Approves overtime and leave request of Accounts Receivable team members;
Works closely with Accounts Receivable team to ensure processes and procedures are effective and efficient;
Adds late fees/fines as appropriate;
Prepares Council agenda items as needed;
Issues burglar alarm permits and maintains information on status;
Responds to requests for information from City staff and employees;
Processes and distribute standard reports to department management;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of the principles and practices of accounts receivable billings and collections;
Thorough knowledge of operations within the City's Finance Department;
Good knowledge of Generally Accepted Accounting Principles;
Good knowledge of financial enterprise applications and common office tool software;
Good knowledge of business arithmetic and statistical preparation and presentation methods and procedures;
Ability to create and monitor internal controls of Accounts Receivable division;
Ability to research issues and provide recommendations;
Ability to handle confidential administrative information with tact and discretion;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in Accounting or a closely related field; and
Considerable experience in accounts receivable billing and collections; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;

Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to handle a variety of records and files and to operate a computer;

Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access office files and visit and distribute materials to other City offices.