

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB004 Accounts Receivable Specialist
POSITION #/TITLE: 165, 2549 Accounts Receivable Specialist	Adopted: 10-15
	Revised:

POSITION DESCRIPTION

Dept /Division: Finance-Administrative Services/Finance Operations	Manager Level: Non-manager
Salary Plan/Description: NBU/Non-bargaining Unit	Salary Grade: 07
Reports To Position #/Job Code #/JC Title: 2389/NB348/Accounts Receivable Program Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
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

Performs billing and accounts receivable duties in support of the Finance Department; performs related work as required.

Distinguishing Features of the Class

Some leeway is granted for the exercise of independent judgment and initiative.

Examples of Essential Work (Illustrative Only)

- Creates and maintains customer accounts;
- Maintains customer ACH data;
- Enters billing data for customer invoice processing;
- Reviews invoice requests & data entered for accuracy;
- Imports customer and invoice data from external systems and reviews for accuracy;
- Processes mail returns;
- Reviews bankruptcy documents and forwards to manager for further action when appropriate;
- Compares tax sale information with City accounts and notifies manager when action is needed;
- Tracks payment status of municipal infractions;
- Files and maintains electronic and paper documents;
- Creates and distributes reports as assigned;
- Creates and transmits electronic data files as assigned;
- Responds to customer billing inquiries and forwards inquiries to manager when appropriate;
- Assists with collection of past-due accounts;
- Issues burglar alarm permits;
- Serves as backup in answering department telephone calls;
- Supports other areas of Finance Operations as needed and assigned;

Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;
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 billing and accounts receivable processes;
Good knowledge of business arithmetic;
Good knowledge of generally accepted accounting principles;
Proficient use of Microsoft Excel, Access and Word or similar software;
Ability to interpret and correctly apply general ledger coding;
Ability to prepare accurate and reliable reports using financial system data;
Ability to establish and maintain complex records and files;
Ability to handle confidential information with tact and discretion;
Ability to use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect;
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 an Associate's Degree in Accounting or a closely related field; and
Some experience in billing or collections; or
Any equivalent combination of experience and training that provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to operate equipment;
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.