City and Borough Sitka, Alaska

Class Specification

Class Title	**Accounting Clerk (A/R - Collections)**
Class Code Number	**2095**
FLSA Designation	**Non-Exempt**
Pay Grade and Range	**ASEA Bargaining unit**
Effective Date	**September 2010**

General Statement of Duties

Performs accounts receivable billing for all accounts receivable placed in the collections area and negotiates payments on all accounts receivable placed into collections for the City and Borough; performs related work required.

Distinguishing Features of the Class

The principal function of an employee in this class is to process accounts receivable that are over 60 days old, generate customer bills, maintain accounts receivable history, and coordinate collection efforts. The work is performed under the direct supervision of the Senior Accountant but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Finance Department as required or as assigned by supervisory personnel. In the absence of the Utility/Harbor Billing Clerk, Accounting Clerk (Accounts Payable), and or other within the same grade, an employee in this class may temporarily assume full responsibility for their duties. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, State agencies and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Processes accounts receivable in the collection area's data;
- Generates collection billings and appropriate demand letters and mail to customers;
- Maintains collection billing database, entering all necessary changes to individual customer records;
- Prepares records needed for legal cases (small claims court and District Court);
- Presents the City's case in the small claims court system;
- Coordinates utility customer payment and credit arrangements, updating customer records as required;

- Prepares delinquent letters, final notices and disconnect orders;
- Prepares insufficient check collection letters and pursues payment;
- Prepares reports and account summaries as requested;
- Performs account analysis and reconciliation;
- Provides needed information and demonstrations concerning how to perform work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Good knowledge of general office procedures and practices;
- Good knowledge of credit and collection policies, practices, and procedures;
- Good knowledge of basic accounting principles;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City and Borough activities and policies;
- Ability to accurately handle multiple tasks;
- Ability to decisions in accordance with established policies and procedures;
- Ability to handle confidential financial information with tact and discretion;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; <u>and</u>
- Some experience in medical billings, along with experience in bookkeeping, banking or credit and collections; <u>or</u>
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a driver's license issued by the State of Alaska.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate well with other employees and the general public;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to process billing requests and use a computer screen;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a computer keyboard and access files;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to serve customers at the walk-in counter and deliver materials to other City office locations.

• • • END • • •