

# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Accounting Clerk (A/R - Collections)</b>
<b>Class Code Number</b>	<b>2095</b>
<b>FLSA Designation</b>	<b>Non-Exempt</b>
<b>Pay Grade and Range</b>	<b>ASEA Bargaining Unit</b>
<b>Effective Date</b>	<b>October 2021</b>

### General Statement of Duties

Oversees and performs all functions pertaining to the collection of past due accounts for all municipal functions except sales and property tax; establishes and oversees all payment plans; performs related work required including primary cross-trained backup for utility billing and utility customer service.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform all functions necessary to account for, attempt to collect, record past due accounts in collections data base, engage in systematic dunning and collection efforts, coordinate with external collection entities, facilitate turnover of accounts to external credit bureaus and facilitate write-off of accounts, when appropriate, from all municipal functions except sales tax and property tax. Ensure cut-off letters and notices are sent in accordance with municipal policy, oversee utility service cut-offs, determine accounts to be disconnected; interact with utility customers facing disconnection or who have experienced disconnection. Establish and oversee all payment plans for past-due accounts except sales and property tax and monitor payment plans to ensure compliance. Cross-train to serve as backup for utility billing clerk and backup customer service personnel for the Utility Customer Service desk, including performing additional duties when customer service representative positions are vacant. 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. 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)

- Receives notifications of past due accounts from utility billing, harbor billing, and miscellaneous billing and ensures the accounts and related documents are entered into the

Municipal collections data base (Collectionworks) on a consistent and timely basis, which will not be less than weekly;

- Uses a software application, Collectionworks, to accomplish dunning/collection activity of all past due accounts not yet turned over to the credit bureau. Ensures that all past due accounts are dunned within 30 days of entry into Collectionworks, and, are dunned before turnover to the Municipality's credit bureau;
- Promptly and consistently coordinates with Collectionworks for the formal transfer of all past due accounts more than 150 days old to the Municipality's credit bureau;
- Prepares all accounting entries necessary to reflect the transition of past due accounts receivable from one status to another, and for any proceeds collected from customers with past due accounts;
- Recommends write-offs of uncollectable accounts to the Finance Director, Administrator, or Assembly in conjunction with the Sitka General Code; prepares documentation and approval forms, and maintains records of approved write-offs. Prepares accounting entries necessary to record the write-off of uncollectable accounts.
- Oversees all aspects of the utility cut-off process in accordance with the Sitka General Code. This involves performance of the following duties on a consistent and timely basis: preparation and mailing of past due account notices; identification of accounts to be disconnected, coordination with the Electric Department for physical disconnection, and overseeing all re-connection activities.
- Serves as the subject matter expert on provisions within the Sitka General Code for utility cut-offs and collection of past due accounts. Ensures all procedures are in compliance with the Sitka General Code. Recommends changes to the provisions of the Sitka General Code to the Finance Director for consideration when appropriate and necessary.
- Establishing, monitoring, and amending customer payment plans strictly in accordance with guidelines contained in Sitka General Code. This involves personally meeting with customers with past due accounts, explaining payment plan options, completing written payment plan agreements with customers, contacting customers not in compliance with payment plans, and retaining written records of all active and historic payment plans.
- Coordinating with Supervisors for appropriate actions to be taken on uncollectable accounts, including filing of cases in Small Claims Court; litigation in court; filing of liens against real and personal property; and coordination with the Legal Department on all litigious accounts.
- Meeting with citizens and responding to citizens' questions in a courteous and customer-friendly manner. Also, advising citizens of options within the community for financial assistance with past due utility bills.
- Performing utility billing during the absence of the utility billing clerk. This duty will include preparation and mailing of all cyclical utility bills as well as processing of work orders. Thorough cross-training in utility billing will be expected and required.
- Preparation of monthly management reports for the Chief Finance and Administrative Officer detailing the status of uncollectable accounts, collections results, and active payment plans.
- Trains as back-up for and perform customer service representative duties as assigned.
- Performs other 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; and
- Some experience in medical billings, along with experience in bookkeeping, banking or credit and collections; or
- 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.

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