ACCOUNTS RECEIVABLE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for accepting, recording and processing payments for various City invoices and services in the City Chamberlain’s Office, using multiple accounting software programs simultaneously. The work also involves accurately reconciling and balancing those payments on a daily basis. The Accounts Receivable Specialist is also responsible for accurately relaying information to the public regarding the diverse and various City functions handled by the City Chamberlain’s Office. The work involves extensive face-to-face and telephone interaction with the public, including difficult or irate customers. The work is performed under the general supervision of the Supervising Customer Service Representative with leeway allowed and an expectation to exercise independent judgment within the policies and procedures of the Chamberlain’s Office and in accordance with NYS Tax Law and Generally Accepted Accounting Principles (GAAP). Supervision is not a function of this class, although employees may be called upon to train new employees in the same or lower job title. Does related work as required.

TYPICAL WORK ACTIVITIES:
Receives and accounts for payments for various City invoices and services, including property tax bills, water and sewer bills, parking tickets, trash tags, and parking permits; issues receipts, and records and processes such payments;
Calculates fees and penalties owed;
Uses multiple accounting software programs to retrieve information related to property tax bills, parking tickets, water and sewer bills, installation and removal of meters, taxes and liens;
Posts payment figures to appropriate accounts through multiple accounting software programs and verifies all data entered; reconciles individual account balances;
Prepares, prints and issues property tax bills;
Prepares, prints and issues utility bills; runs and distributes post-billing reports;
Creates new utility bill accounts and establishes billing records;
Prepares, prints and issues leak and out-of-range letters; prepares work orders for changing out broken transponders; refers unusual readings to meter department for re-reading;
Responds to and assists in resolving taxpayer questions and complaints in compliance with NYS Real Property Tax Law, the City of Ithaca Municipal Code, and established policies and procedures;
Provides information to the public regarding City of Ithaca parking regulations and parking options; answers questions and handles complaints about ticket violations;
Greets and receives the public and provides information to customers regarding diverse and various City functions, policies and procedures pertaining to the Chamberlain’s Office and Traffic Violations Bureau;
Manages incoming payments and programs parking permits for City-owned garages and parking lots; manages and updates parking garage database;
Processes, maintains and updates applications for water and sewer service, requests to receive tax bills, escrow updates, and confidential ACH applications; contacts customers, vendors or other agencies to obtain additional information;
Prepares, maintains and files related records such as records related to processing of payments, correspondence, processing parking ticket appeals, maintaining parking permit records, processing parking lot transactions;
Maintains a cash drawer and reconciles cash on hand and checks with payment records;
TYPICAL WORK ACTIVITIES – continued
Follows established office procedures to safeguard significant amounts of money until money is deposited;
Follows established office procedures to safeguard sensitive and confidential customer information;
Answers phone calls and provides general information and referrals to other City departments;
Assists attorneys and owners with ordering final water meter reads;
Processes orders for tax searches by attorneys and property owners;
Assists attorneys and property owners with ordering final water meter reads;
Assists attorneys and owners with ordering final water meter reads;
Assists with compiling tax title information for use by the City Chamberlain when conducting tax foreclosures, including searching real estate records, consolidating liens and calculating interest;
Receives, sorts, and distributes incoming mail and ensures proper postage on outgoing mail;
Trains or assists in the training of new employees;
May perform general clerical duties when required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:
Good knowledge of the procedures used in the City Chamberlain's Office to accept, record process and reconcile payments; good knowledge of software and office equipment used to record, receive and process payments, and ability to effectively use such software and equipment; working knowledge of the organization and functions of City of Ithaca government; working knowledge of office terminology, procedures, equipment and business English; good arithmetic skills; good communication skills; ability to deal effectively with the public, including irate customers; ability to defuse tense situations as they occur at the counter and over the phone; ability to work effectively on a team; ability to multi-task in a fast-paced environment while paying attention to detail; ability to effectively manage time and duties; ability to exercise good independent judgment within the guidelines of the City Chamberlain's Office policies and procedures; ability to perform cashiering transactions including counting money and making change; ability to operate a personal computer and utilize accounting software programs and common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with others; ability to analyze and organize data and prepare records and reports; ability to perform close, detail work involving considerable visual effort and concentration; ability to effectively work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Possession of an Associate’s Degree in Accounting, Business Administration, Public Administration, or a closely related with similar course curriculum and one (1) year of full-time paid experience, or its part-time paid equivalent, in the collection, billing, invoicing and/or reconciliation of accounts receivable; or

B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of full-time paid experience, or its part-time paid equivalent, in the collection, billing, invoicing and/or reconciliation of accounts receivable; or

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.
Note: Successfully completed college coursework in accounting, business administration, public administration, or a closely related field may be substituted for the required work experience, up to a maximum of two (2) years, with thirty (30) credit hours of college coursework in the above fields being equivalent to one (1) year of full-time work experience.

Note: College degrees must have been awarded by, and college coursework completed at, a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant’s degree was awarded by, or college coursework completed at, an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at https://www.cs.nv.gov/jobseeker/degrees.cfm. Applicants are responsible for payment of the required evaluation fee.