

**BANGOR WATER DISTRICT
JOB DESCRIPTION
OFFICE ASSISTANT**

Job Title: Accounts Receivable Specialist
Department: Business Office
Reports To: Office Manager
Position Type: Full-time

Classification: Non-Exempt
Other:
Supervisory: None

GENERAL SUMMARY: Under the general direction of the Office Manager, the Accounts Receivable Specialist is responsible for providing customer service, conducts accounts receivable/collection operations in a timely and accurate manner, and performs other related duties in support of office operations.

ESSENTIAL JOB FUNCTIONS:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides daily customer service functions in person, by telephone, and electronically.
 - Establishes and terminates accounts.
 - Explains procedures and policies as it relates to customer service.
 - Schedules service appointments and prepares routine work orders.
 - Receives and receipts customer payments.
 - Receives and investigates customer inquiries, referring unresolved matters to the Office Manager.
 - Responds to calls from service crews.
 - Sorts and distributes incoming mail and processes outgoing mail as necessary.
- Sorts and reviews customer water payments entering into the computer daily
- Accurately maintains related payment records including penalties, miscellaneous charges, and under- and over-payments.
- Receives, receipts, and records customer payments for bills, disconnection notices, deposits, and related charges.
- Maintains and monitors delinquent accounts daily.
- Oversees the disconnection of water service process in compliance with applicable regulations.
- Negotiates payment plans for overdue accounts.
- Contacts customers as required.
- Contacts night personnel as necessary to advise of potential collections.
- Provides collection data for Maine Public Utilities Commission's annual report.
- Assists customers with electronic accounts and payments.
- Maintains accurate spreadsheet of all A/R transactions, performs end-of-month reconciliation, and provides reconciled data to the Director of Finance.
- Investigates and resolves issues with unpaid miscellaneous billings.
- Maintains and coordinates electronic work order system, and coordinates with service personnel and vendors to resolve issues.
- Cross-trains with Billing Specialist, and other office staff
- Must get along with others and work in a professional manner.
- Maintains regular, predictable, and reliable attendance.

- Maintains excellent communication and fosters a collaborative working environment with all departments as well as with the public.
- Places an emphasis on safety, efficiency, quality, and productivity.
- Follows all District policies.
- Performs related duty and special projects, as assigned.

KNOWLEDGE/SKILLS

- Demonstrated knowledge of standard bookkeeping
- Knowledge of standard office practices and ability to use office standard office equipment.
- Knowledge of computerized billing/payment systems, electronic data transfers, Microsoft Excel, Word, and Outlook
- Knowledge of office administration and clerical requirements
- Proficient oral, written, and interpersonal communication skills

ABILITY TO:

- Understand and explain Bangor Water District's bill computation.
- Perform accurate calculations.
- Implement standard Bangor Water District procedures, and Maine Public Utilities Commission regulations pertaining to payments, collections, and disconnection of water service.
- Type with speed and accuracy
- Effectively communicate verbally and in writing
- Maintain effective working relationships with the staff, customers, and other agencies.
- Interact with co-workers, customers, the Board of Trustees, and members of the general public in a professional, courteous, effective, and tactful manner, occasionally under confrontational circumstances.
- Create and maintain accurate records and files.
- Manage multiple tasks in a detailed and effective manner.
- Attend any required or recommended courses or training.

RECOMMENDED MINIMUM QUALIFICATIONS

Experience and Education/Training:

- Associate degree in business administration or the equivalent, preferred.
- Three (3) years of progressively responsible accounts receivable/collections and business office experience, including working with the general public.

Licenses/Certifications/Other:

- None

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS:

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. This job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers/scanners, filing cabinets, and fax machines.

Physical Requirements: While performing the duties of this job, the employee is regularly required to remain in a stationary position at least 50% of the time. The person in this position

needs to occasionally move about inside the office to access file cabinets, office machinery, etc. and occasionally move boxes weighing up to 20 pounds across office for various needs. Frequently operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. The person in this position must have the ability to communicate information and ideas so others will understand and must be able to exchange accurate information in these situations.

The above statements are intended to describe the general nature, requirements, and level of work being performed by people assigned to do this job. The above is not intended to be an inclusive or exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

Employee Signature:

Date: