

City of Oregon City

Position Description

Position: Customer Accounting Coordinator	AFSCME Union
Department/Site: Finance – City Hall Utility Billing	FLSA: Non-exempt
Evaluated by: Finance Director	Salary Grade: 31

Summary

Coordinates, oversees, sets up, processes, and reviews, customer accounts receivable for utilities and other services provided by the City. Receives, verifies, and enters accounting transactions including adjustments to customer accounts. Prepares account-aging summaries. Works with customers to solve difficult service and accounts receivable issues.

Distinguishing Career Features

The Customer Accounting Coordinator is the second in a two-level career path for accounts receivable and customer service. It can also be considered a part of the general accounting career path. Advancement to Customer Accounting Coordinator is based on need and requires the ability to solve complex accounts receivable problems, consolidate balances, and make general ledger adjustments. Advancement along the accounting ladder requires competency in other accounting areas.

Essential Duties and Responsibilities

- Assesses workload, assigns, and coordinates customer accounting and service tasks. Monitors and reviews work progress and results. Evaluates work procedures and systems to identify problems and recommend improvements.
- Resolves difficult customer service and accounts receivable issues beyond the scope of Customer Accounting Clerk.
- Maintains larger, more complex accounts such as commercial, industrial, and multi-family accounts. Sets up and monitors special billing arrangements. Monitors repayment trends and solves problems with service and accounts receivable.
- Processes customer account data and payments and performs calculations related to bills, collections, and adjustments. Posts customer transactions to accounts, assigns codes, and reconciles data. Opens and closes customer accounts.
- Receives and receipts customer payments. Maintains security of cash, checks and money orders. Balances and may make deposits.
- Answers customer inquiries and complaints by telephone, mail and in-person, regarding policies and procedures related to bills, rates, charges, and payments.
- Accesses on-line information in accordance with system controls to enter, modify, correct and generate invoices, and reports related to customer service and billing.
- Explains procedures to customers. Provides interpretation of procedures, codes, laws, ordinances and regulations according to established parameters.

- Researches, reviews, and analyzes customer account information to resolve issues and problems. Works with the customer to determine alternative actions or settlements. Sets up and monitors partial payment plans.
- Prepares periodic reports, correspondence, notices, and other documentation related to customer service, and account status.
- Dispatches field service to customer locations to setup and discontinue service, deliver notices, and inspect, calibrate, and repair meters and other measuring devices.
- Conducts training of staff in customer service, accounting procedures, and problem solving skills. Assists with staff performance reviews.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Requires in-depth knowledge of the practices and terminology of bookkeeping and accounting data entry practices, accounting office clerical procedures and methods for maintaining source documentation files. Requires knowledge of cashiering, including knowledge of individual account cash control, receipt, disbursement, and allocations of funds. Requires well-developed computer skills, sufficient to use common office productivity software, specialized software for revenue accounting, spreadsheets, and databases. Requires in-depth knowledge of financial transaction ordinances, policies, and procedures governing cash receipts, adjustments, and disbursements. Requires sufficient writing skills to prepare basic business correspondence, pre-formatted reports, and account footnotes. Requires sufficient math skills to compute sums, quotients, products, ratios, percents, and portions. Requires sufficient human relation skills to convey procedural information to others, train staff, and to deal effectively and positively with others on financial transactions.

▪ Abilities

Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of customer records and information. Must be able to perform all of the clerical and record keeping duties of the position including operation of computer software programs designed for customer accounting. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services. Requires the ability to work productively with difficult customers.

▪ Physical Abilities

Requires the ability to function primarily indoors in an office environment engaged in work of primarily a sedentary nature. Requires ambulatory ability to retrieve files and stand at a counter for customer service transactions. Requires sufficient hand-eye-arm coordination to use a keyboard and 10-key, arm/hand movements to retrieve work materials from storage files, and operate a variety of general office equipment. Requires visual acuity to read computer screens, printed material, and detailed accounting information. Requires auditory ability to carry on conversations over the phone and in person.

- **Education and Experience**

The position typically requires a high school diploma with coursework in bookkeeping or accounting and computer-aided applications, plus four years of progressive experience in a cashier and accounts receivable function in a service oriented industry. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.