CITY OF JOPLIN MISSOURI

Job Description

Job Title:	Accounting Specialist - Utility Billing Collections	Classification:	Classified
Department:	Finance	Grade:	160
Occupational Group:	Financial	FLSA:	Non-Exempt
Status:	Full-time	Supervisory:	No

Primary Purpose

Under general supervision; performs routine to complex accounting duties necessary for preparing, maintaining, and coordinating various types of accounting information required for financial reporting systems.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Coordinates customer account information.
2. Researches customer address changes to ensure accurate billing information.
3. Delivers utility bills to the post office.
4. Collects utility bills for the City.
5. Coordinates online payments with customers and third-party vendors.
6. Processes incoming payments on a daily basis.
7. Responds to telephone customer inquiries about utility billing.
8. Interacts professionally and courteously with the public, City employees, and vendors; attempts to solve problems for unsatisfied customers, employees, or vendors and notifies supervisor for assistance when necessary.
9. Contributes effectively within the Finance Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Accounting and financial reporting principles and practices; automated accounting systems; applicable laws, codes, regulations, policies and procedures related to government funding requirements and Federal and State compliance; computer software applications, including word processing, spreadsheets and databases; various financial software applications for revenue and expenditure reporting and analysis; data entry; Microsoft Office Suite.

Skill in: effective problem-solving techniques in resolving issues related to accounts payable, accounts receivable, payroll, utility billing, fixed assets, bank reconciliation, and grant compliance; conflict resolution and customer service; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Accredited college coursework in Accounting is preferred, but not required.

Experience: Two years of full-time work experience in bookkeeping is required. An Associate's degree in Accounting or a related field may be substituted for one year of work experience.

Licenses and Certifications: Possess and maintain a valid state issued driver's license, depending on the departmental assigned.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	