

City & Borough of Wrangell Position Description

Position:	Collections Clerk	Position Number:	
Department/Site:	Finance/City Hall	FLSA:	Non-exempt
Evaluated by:	Finance Director	Pay Grade:	13
		Hours per week:	20

Summary

Performs tasks related to collections of various taxes and accounts receivable as well as accounting, recordkeeping, and receptionist duties in support of the borough's finance department.

OVERVIEW OF POSITION

The collections clerk is the first in a three-level system for clerical and technical accounting positions in the Borough. The Collections Clerk focuses on the collections of delinquent accounts and taxes including but not necessarily limited to sales taxes, property taxes, miscellaneous accounts receivable, utilities receivable, and other monies owed to the borough. Advancement to the second level of Accounting Technician may be possible with demonstrated knowledge of the accounting system and codes as well as the ability to process a full range of financial transactions, understanding of accounting procedures and policies, and related finance department duties, and dependent upon position openings and the interests of the Borough.

Essential Duties and Responsibilities

Collections

- Assists the Finance Director in tasks related to borough municipal tax, fee, and utility rate collection and enforcement procedures.
- Contacts and conveys notices and information to taxpayers/ratepayers regarding overdue taxes and other amounts owed to the borough.
- Assists in tasks related to property foreclosure procedures.
- Communicates borough policies regarding rates, due dates, statements and notices, collection procedures, and related matters.
- Answers and screens telephone calls. Assists visitors and resolves problems as they arise, and refers callers and visitors to appropriate personnel.

Accounting

- Reconciles balance sheet receivable accounts.
- Processes accounts for payment and performs daily cashier duties.

- Assists in determination of uncollectible accounts.
- Assists in completion of various accounting and clerical tasks as needed and directed to support overall functions and workflow of finance department which may include tasks and related to payroll, accounts payable, utilities.

Records

- Maintains various records and accounts, tracks and records data into computer databases, and other accounting system modules. Processes forms regarding accounts, billings, and taxes.

Teamwork & Cooperation

- Performs other related duties as required or assigned. to support the overall functioning of the department and other accounting positions by absorbing overflow work from other positions as needed and directed, and the ability to work cooperatively with others. Works cooperatively with other employees, external agencies, and the public.

Qualifications**Knowledge, Skills and Abilities**

- Proficiency with common computer software programs including but not limited to Microsoft Excel, Word, Outlook, Adobe Acrobat required. Requires the ability to quickly learn and adapt to other computer programs.
- Requires exceptional interpersonal skills to effectively communicate with the public, staff, and other persons. Requires the ability and willingness to communicate assertively and respectfully with members of the public regarding amounts owed and/or overdue to the Borough. Requires professional telephone skills and the ability to remain calm and courteous with customers who may be unhappy, agitated or angry.
- Requires the ability to clearly communicate and explain borough collection procedures to the public and promote the consistent enforcement of these procedures.
- Requires general knowledge of accounting procedures. Requires organization ability and attention to detail to maintain accounts, databases, electronic and paper files, records of communication (e-mails, letters, etc.).
- Requires typing proficiency and ability to (learn to) efficiently operate a ten-key calculator/ keyboard number pad. Requires ability to keep records, process forms, and enter data into a computer.
- Requires willingness to learn and perform various job-related duties as situations arise.

- Requires strong sense of teamwork evidenced by willingness and desire to support the overall functioning of the department and other accounting positions by absorbing overflow work from other positions as needed and directed, and the ability to work cooperatively with others.
- Requires excellent writing, grammar, spelling, and typing skills, as well as the ability to respond to inquiries and communicate clearly, quickly and efficiently by telephone, in person, and via e-mail or written correspondence.

Physical Abilities

Incumbent must be able to work in an office setting engaged in work of a primarily sedentary nature. Requires physical ability to lift and carry 30 lbs. 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

- High school diploma required.
- College degree preferred.
- Previous accounting experience preferred.
- Previous experience working with Microsoft-based computer programs required.
- Previous experience customer service-oriented settings preferred.

Licenses and Certificates

Valid driver's license required.

Working Conditions

Work is performed in an office environment with minimal safety considerations.