

Class Title: Accounts Receivable Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Responsible for all activities in the accounts receivable function. Manages collection activities such as sending follow-up inquiries, negotiating with past due accounts, keeping track of cash receipts and referring accounts to collection agencies. Maintains accurate records. Creates financial reports relating to the accounts receivable function and status of accounts. Audits methods and procedures of accounts receivable function to improve efficiency. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Manage day-to-day tasks to effectively run the City's central Accounts Receivable Division.
2	S	Manage efficient and consistently applied dispute resolution and cash collection processes, including effective root cause analysis and resolution.
3	S	Troubleshoot and resolve escalated issues including data entry and/or processing errors, issues not resolved from lower level staff, issues not addressed in a timely manner, and inquiries and requests from internal and external clients.
4	S	Supervises and develops staff by developing individual performance objectives, reviewing work products, providing feedback on performance, ensuring that team members receive the proper training, and motivating and rewarding team for meeting expectations.
5	S	Proactively research and identify solutions to prevent future issues. Identify opportunities for other process improvements and enhancements to improve overall efficiency of department & Company. Must be able to collaborate effectively with cross-functional teams to achieve objectives.
6	S	Develop and maintain departmental policies and procedures to support compliance with audits and internal controls.
5	S	Acts as a liaison between internal and external customers to meet information needs and to ensure that proper information is maintained for historical purposes.
6	S	Perform regular month-end closing activities such as journal entries, accruals, monthly allocations, reporting/analysis and other close activities as required.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years' experience in accounts receivable supervision and computer software application.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read accounting and financial documents and technical materials.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division as well as complex analytical calculations and logical and statistical functions.
Writing	Work requires the ability to write comprehensive financial reports, analytical reports, strategic planning information, letters and correspondences.
Managerial	Managerial responsibilities include prioritizing work to meet deadlines.
Budget Responsibility	Oversees budget preparation of area budget and reviews and approves expenditures of significant budgeted funds for the bureau and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, access supply cabinet, filing
Sitting	F	Computer, desk work, meetings
Walking	O	Inter-office, to/from meetings, to/from other departments
Lifting	R	Packing and disposal of records, files, storage
Carrying	R	Files, records, storage
Pushing/Pulling	R	Files, records, storage
Reaching	R	Files, records, storage
Handling	R	Files, records, storage
Fine Dexterity	F	Computer keyboard, 10-key, calculator, writing
Kneeling	R	Packing and disposal of records, files, storage
Crouching	R	Moving, packing, cleanup, disposal of records
Crawling	N	
Bending	R	Moving, packing, cleanup, disposal of records
Twisting	R	Moving, packing, cleanup, disposal of records
Climbing	R	Moving, packing, cleanup, disposal of records
Balancing	R	Moving, packing, cleanup, disposal of records
Vision	C	Computer, desk work, reading, writing, use of office equipment
Hearing	C	Telephone, co-workers and staff, meetings
Talking	C	Telephone, co-workers and staff, meetings
Foot Controls	N	
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, fax machine, copy machine, telephone, calculator, Standard Microsoft Windows and Office software, Control D, AFIN, PeopleSoft and FrontPage

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	S	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	W	Warehouse	--
Electrical Hazards	N	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	N	Outdoors	--
Communicable Diseases	N	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)