



Job Description

Utilities/Accounts Receivable Officer

IDENTIFICATION

Job Title: Utilities/Accounts Receivable Officer

Supervisor's Position: Director of Finance

Job Status: Permanent Full Time Mon to Fri – 37.5 hrs. per week

Location: Inuvik Town Hall

PURPOSE OF THE POSITION

The Utilities/Accounts Receivable Officer is responsible for providing accounts receivable services in an effective, efficient, and accurate manner. The Utilities/Accounts Receivable Officer must comply with established policies and procedures that support municipal operations.

SCOPE

The Utilities/Accounts Receivable Officer reports to the Director of Finance and is responsible for providing accounts receivable services. This includes processing and monitoring accounts receivable receipts, issuing utility billings, issuing all other invoices for each department, ensuring accurate recording and reconciliation and initial collection action of all accounts receivable. The Utilities/Accounts Receivable Officer is responsible for all utility related issues such as connections, disconnections, and account changes. Providing these services in an effective and efficient manner will ensure that accounts receivables are accurate and up to date.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Perform the day-to-day processing of accounts receivable transactions to ensure that municipal invoicing and receipts are maintained in an effective, up to date and accurate manner by:
 - Verifies that transactions comply with financial policies and procedures
 - Administers and controls the issuance of utility billings
 - Processes account changes as received
 - Responds to customers enquiries on utility and other matters relating to the accounts receivable function
 - Reconciles utility accounts to ensure accurate postings to the general ledger and Sub-ledgers
 - Issues other account invoices, i.e. land leases, tourism, IPS, tipping fees, convention centre rental, arena rentals, etc.
 - Monitors age receivables, follows up on overdue accounts
 - Undertakes general collection duties to maximize revenue receipts
 - Prints and distributes monthly A/R reports
 - Update Town records of all changes for billing purposes
 - Maintain customer contact information to ensure the Town has the most up to date information

2. Provide administrative support in order to ensure effective and efficient office operations by:
 - Maintains inventory, security and tracking of all town credit cards
 - Maintains a filing system for accounts receivable documents
 - Ensures the confidentiality and security of all accounts receivable files

3. Provide back-up support for the Cashier/Receptionist/Lotteries Officer function during absences
 - Greets and assists visitors as the first point of contact for the Town
 - Answers phones and directs calls as appropriate
 - Responds to inquiries
 - Collects money and provide receipts

4. Perform other duties as required directly related to the major functions of the job.

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

The incumbent must possess knowledge in the following areas:

- knowledge of office administration and bookkeeping procedures
- knowledge of accounts payable, accounts receivable and maintaining general ledgers
- ability to maintain a high level of accuracy in preparing and entering financial and payroll information
- confidentiality concerning financial and employee files

The incumbent must demonstrate the following skills:

- excellent interpersonal skills
- team building skills
- bookkeeping skills
- analytical, problem solving and decision making skills
- effective verbal, written and listening communications skills
- very effective organizational skills
- computer skills including the ability to operate computerized accounting, spreadsheet and word processing programs and e-mail
- stress and time management skills

The incumbent must maintain strict confidentiality in performing the duties of the Finance and Administration Officer. The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics

The incumbent would normally attain the required knowledge and skills through completion of bookkeeping and office procedures coursework combined with related financial and administrative experience. Equivalencies will be considered.

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Utilities/Accounts Receivable Clerk will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The incumbent will also have to do some lifting of supplies and materials from time to time.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

Sensory Demands

(The nature of demands on the incumbent's senses)

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering financial information which requires attention to detail and high levels of accuracy.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature	Date
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.