

# HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

## POSITION DESCRIPTION

### ACCOUNTS RECEIVABLE SPECIALIST

DEPARTMENT: Office Services

CLASSIFICATION: Non-exempt

#### I. OBJECTIVES

- A. To render prompt, efficient, and courteous service and maintain records relating to members' cash collections and transactions received from consumers in payment for services.
- B. To promote the services of the Cooperative and their use by the membership.
- C. To courteously greet members and provide any information or office services function necessary to meet the needs of the members.

#### II. REPORTING RELATIONSHIPS

- A. Reports to: Billing and Collections Supervisor
- B. Supervises: None

#### III. RESPONSIBILITIES AND AUTHORITIES

- A. Collects payments from walk-in and drive thru consumers, handles posting payments to accounts accordingly. Process and post night deposit payments, service application charges, and other sales. Returns from lockbox that they were unable to process will be posted in cash register when correct account is determined.
- B. Takes and enter address changes from walk-ins and drive thru.
- C. Responsible for contacting members to verify address changes supplied by the post office and NISC mailroom services. Researches differences in local post office records and the national data base to insure all addresses qualify for the best postal rates available. Makes the appropriate

corrections after verification. Follows established departmental procedure for contacting the member and holding of the returns for 90 days from date of return.

- D. Opens and closes night deposit boxes and main entrance doors.
- E. Assist employees with all transactions requiring the cash register system (check cashing, employee purchases, etc.)
- F. Maintain lobby area and conference area in a neat and orderly fashion.
- G. Responds to member questions concerning bills, cooperative services, and policies. Receives and resolves complaints, both by telephone and in person initiating whatever action is necessary. Stays abreast of all programs and services offered by the cooperative.
- H. Responsible for preparing documents to be scanned into Document Vault which includes but not limited verifying that service orders have been closed properly before scanning, all staples have been removed, and service order has been signed off properly. Assist in scanning documents into Document Vault and verifying scanned documents are legible.
- I. Responsible for filing the past month's adjustments and voided / canceled service orders.
- J. Provides assistance with special projects and overflow from Customer Service Center, Credit & Collections, and Billing Department.
- K. Keeps supervisor informed of any problems, concerns, or complaints reported by members. Promptly reports to supervisor any equipment or software problems. Makes suggestions as to how and where corrections and/or improvements need to be made.
- L. Works with Loomis personnel on weekly cash pickup to insure pickup is done within prescribed time. Ensures deposit for coins and any manually deposited amounts are ready for pickup when Loomis arrives.
- M. Processes checks collected for the day for transmission to First Citizens Bank through the Remote Image Deposit system.
- N. Responsible for locking the front doors each day and opening these doors each morning at the specified times. Responsible for turning off lights, lowering blinds, and storing all cash drawers in the safe for the night.

- O. Maintains a professional demeanor at all times insuring confidentiality for each member. Limits sharing of information to work items only. Understands that work events should not be discussed outside of work hours and that personal information should not be shared during work hours with the membership.
- P. Confirms EFT alerts to insure members understand what they signed up for and that they meant to sign up for EFT transactions.

IV. RELATIONSHIPS

A. Internal

- 1. All district employees – to assist with cash transactions, coordinate work, and share information.
- 2. Consumer accounting – to exchange information and coordinate with various customer service issues.

B. External

- 1. Bank – to prepare deposits or communicate with regarding discrepancies, other issues.
- 2. Members – to provide service
- 3. Social Services and other agencies, etc.
- 4. Post office – work with mail

REVIEWED BY: \_\_\_\_\_  
Employee's Signature

DATE: \_\_\_\_\_

HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

SPECIFICATIONS

ACCOUNTS RECEIVABLE SPECIALIST

**EDUCATION:** High school graduate or equivalent required. Two year technical degree preferred but appropriate experience may be substituted for degree.

**EXPERIENCE:** 2-3 years experience in public cashiering and/or working with the public in providing other services.

**KNOWLEDGE** Must be able to perform cashiering duties and detail work with a high level of accuracy.

Must be able to relate effectively to a diverse membership, using excellent customer contact skills. Must be especially adept at dealing with irate customers.

Must be able to read and write English.

Must be able to speak and understand spoken English.

Must be well organized and practice good time management skills.

Must possess the ability to clearly and concisely communicate in verbal and written form to provide information to employees, members, and the general public.

Must have the ability to use computer hardware and software to the degree necessary to perform the requirements of the position. Word processing abilities are required along with a general knowledge of personal computers including how to operate the current version of Windows.

Must be able to perform those duties, which require it with confidentiality.

Must have an understanding of math and be able to utilize it.

Must be familiar with the operation of basic office machines – copiers, fax machines, postage machines, printers, ten-key calculators.

**PHYSICAL**

**REQUIREMENTS:** Position requires extended time sitting and standing daily. Also bending, stooping, and reaching is required. Lifting up to 25 pounds occurs on occasion. Required use of finger and hands to operate computer and other equipment. Vision requirement – up close to distances of 25 yards or more.

**SPECIAL  
WORKING**

**CONDITIONS:** Subject to call in for large outages - This position is subject to being called-in to work should outages or emergencies occur.

Inclement weather including snow and ice is not an acceptable excuse for not coming to work.

Occasional overnight travel is required.

Overtime is required as the workload dictates. Must be willing to schedule days off in accordance with the workload and deadlines of the department and the limits on the number of people who can be off at any given time.

**TIME REQUIRED  
FOR FULL  
COMPETENCY:** One year

**DEVELOPED:** March 2000  
**REVISED:** March 2004  
June 2015  
June 2017  
June 2019