SAUK VILLAGE PART-TIME ACCOUNTANT AND BILLING ASSISTANT / CUSTOMER SERVICE

JOB TITLE: PART-TIME ACCOUNTANT, BILLING ASSISTANT AND CUSTOMER SERVICE
DEPARTMENT: FINANCE DEPARTMENT
EMPLOYMENT STATUS: NON-EXEMPT, PART-TIME, MAX 29 HOURS A WEEK
ANNUAL PAY: $20,000
REPORTS TO: FINANCE DIRECTOR
DATED DEVELOPED: MAY 29, 2018
DATE REVISED:
EEOC STATUS: OFFICE

SUMMARY OF POSITION

The Part-time Accountant and Billing Assistant with Customer Service capabilities. The position works under the direct supervision of the Director of Finance. Performs a wide variety of general accounting, billing and routine customer service duties. The position requires basic math skills, initiative, critical thinking skills, organizational skills and accounting knowledge to perform the job part-time. This position works a lot with the public in respect to renew permits, utility bill payments or new permit/license application process. Overall the position requires strong knowledge in basic computer skills, basic office & technology operations, writing and administrative capabilities.

REQUIREMENTS

1. Minimum 2-4-year degree in accounting and business.
2. Six-eight years of related work experience and/or training in billing, accounting and customer service effectiveness.
3. Working knowledge of basic accounting skills, billing and customer service best practices and procedures.
4. Jr. Accountant, Billing Specialist or Bookkeeper background is preferred.
5. Effective Communication and Organizational skills is preferred.

ESSENTIAL DUTIES

• Perform routine accounting, billing and customer service work while being able to answer in-coming calls, route calls and/or provide information as necessary.
• Provide customer service to customers completing permit and license applications and forms.
• Process applications, check for accuracy, assign permit numbers and fees.
• Develop permits to send out to citizens.
• Assure that proper policies and procedures are followed to process permits, licenses and utility billing.
• Schedule requests for occupancy certificate, file inspections for inspectors and maintain an inspection activity log.
• Type inspection reports, notary forms and certificates of occupancy.
• Enter data into PFS system.
• Assist with all customer service issues either in person, by phone or by village correspondence.
• Make sure that certificates of insurance stay current for each licensed contractor.
• Compose and mail out assessor letters at the beginning of each month.
- Assist inspectors in contacting homeowners and landlords when a situation arises with a property.
- Responsible for sending out renewal letters for license renewal.
- Prepare various licenses which require signatures and maintain a log of all licenses issued.
- Reconciliation of subsidiary ledgers to the general ledger.
- Reconciliation of general ledger accounts to source documents.
- Support processing of utility invoices and payments.
- Support payroll processing and balancing.
- Support A/P processing and balancing.
CORE COMPETENCIES / ESSENTIAL FUNCTIONS / WORK CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to effectively present information and respond to questions from public.
- Frequently required to talk or hear, stand, walk, sit, use hands and fingers to handle or feel objects and reach with hands and arms.
- Must know how to adapt to the demands of monthly schedules for billing due dates.
- Must know how to develop monthly reports.
- Must occasionally lift and/or move up to 10 pounds.
- Understand relationships between department functions to produce outcomes for deadline billings, customer service needs and accounting functions.
- Must be able to pass all the components to the background check.
- Must be able to function in a fast-paced department with minimum supervision.

DISCLAIMER: The Village of Sauk Village is an equal opportunity employer. Qualified applicants are considered for all positions without regard to race, color, religion, sex, sexual orientation, national origin, age, marital status, military or veteran status (except dishonorable discharge), disability or any other status protected by law.

This job description describes a general category of jobs. To meet the needs of Village government or its departments, employees may be assigned other duties, in addition to or in lieu of any of those described and duties are subject to change as requirements of the job change.

The omission of a duty does not exclude it from the position if the duty is similar, related or a logical expectation for an individual to perform as part of the job responsibilities or if necessary to assist the Village to provide services to the public under changed or unusual circumstances.