



VILLAGE OF GLENCOE JOB DESCRIPTION

www.villageofglencoe.org/staffportal

Accounts Receivable Coordinator

Salary Grade: 4

FLSA Status: Exempt (Not Eligible for Overtime)

Date Reviewed and Approved:

Section 1: Job Scope

Job Purpose

The Accounts Receivable Coordinator is an integral part of the Finance Department's operations, preparing various billing statements and invoices, processing miscellaneous billing data from invoice to payment, coordinating collection processes and coordinating the Places for Eating Tax collection and compliance. The Accounts Receivable Coordinator also supports daily Finance Department operations by providing customer service, performing data entry and clerical responsibilities, archiving records and coordinating data management activities with other departments. The Accounts Receivable Coordinator is cross trained to perform other duties in the Administration and Finance Department, including utility billing, accounts payable and front desk operations as needed. The Accounts Receivable Coordinator champions excellent customer service, innovation and continuous improvement by evaluating business processes and developing strategies for improvement of service quality and/or cost and supports the Village's strategic plan and vision statement.

Supervision

Reports to: Assistant Chief Financial Officers

Supervision Responsibilities: None

Essential Functions

- Processes and coordinates data from various sources for effective use in billing, online citizen access, form, reports and cash receipts.
- Coordinates the records retention program of the Finance Department and archives records electronically.
- Prepares various billing statements and processes miscellaneous billing data from invoice to payment.
- Coordinates the collection process through the State of Illinois Debt Recovery Program.
- Coordinates Places for Eating Tax collection and compliance.
- Assists the Billing Services Coordinator with accounts payable and accounts receivable activities and serves as backup for cash receipts, accounts payable and utility billing.
- Coordinates renewal processes for annual vehicle and pet licensing, coordinates annual alarm permit renewal process and prepares quarterly alarm occurrence billing.
- Prepares cash receipts, records and other financial information for the Glencoe Golf Club, including the Golf Club's monthly financial report; prepares month-end journal entries.
- Prepares check requests and purchase orders as needed.
- Provides customer service over the phone and in person at the front counter of Village Hall on a variety of Village-related inquiries.
- Performs other duties as assigned.

Minimum Qualifications

- **Formal Education:** Associate's degree or two years of technical or business school
 - Field of study: Finance, accounting, business administration or a closely related field
- **Related Work Experience:** One to three years
- **Professional Certifications or Licenses:** N/A
- **Driver's License Required:** Passenger vehicle license (or ability to commute to offsite locations, including outside business hours)
- **Specialized Knowledge, Skills and Abilities:**
 - Excellent written and oral communication skills; ability to adapt communication style to audience/situation and to explain complicated technical matters to individuals with or without technical knowledge
 - Strong research and analysis skills, including ability to analyze data, formulate and articulate recommendations with a strong focus on the best outcome for the community or organization
 - Excellent interpersonal skills, including empathy, listening, appreciation for divergent views and ability to develop excellent working relationships with coworkers and members of the community
 - Strong attention to detail
 - Self-starter with ability to manage multiple projects concurrently, ability to manage workload and meet project goals and deadlines
 - Ability to work safely and promote a safe working environment
 - Proficiency in process evaluation practices and techniques; ability to lead change management initiatives
 - Strong technology skills and desire to integrate emerging technology into department business processes; high level of proficiency in the use of a personal computer, tablet device, smart phone and associated software (including word processing, desktop publishing, spreadsheets, database software and telephone)

Section 2: Working Conditions

Work Location and Shift Assignment

- **Primary Work Location:** Office work only
- **Secondary Work Location:** N/A
- **Normal Shift Assignment:** Monday-Friday daytime, rarely assigned evening or weekend work

Environmental Factors¹

Heat: Rarely	Humidity/wetness: Rarely
Cold: Rarely	Dim or bright lighting: Never
Respiratory hazards: Never	Odors: Never
Dust and particles: Never	Other: Choose an item.
Noise and vibration: Never	Other: Choose an item.

Health and Safety Demands¹

Demand	Examples
Mechanical hazards: Never	
Chemical hazards: Never	
Electrical hazards: Never	
Fire hazards: Never	
Explosives: Never	
Toxic agents: Never	
Violence: Never	
Other: Choose an item.	
Other: Choose an item.	

Non-Physical Demands¹

Demand	Examples
Time pressure: Frequently	Completing assigned tasks, project deadlines
Emergency Situations: Rarely	Providing administrative support during Village emergencies
Frequent Change of Tasks: Frequently	Responding to employees, managing multiple projects, adjusting to changes in project prioritization
Irregular or Changing Work Schedule: Rarely	Providing administrative support during Village emergencies
Ability to Perform Multiple Tasks: Frequently	Managing multiple projects, customer service
Work Cooperatively in Team: Frequently	Collaborate with staff in all departments
Work Independently: Frequently	Completing assigned projects
Manage Deadlines: Continuously	Completing assigned projects
Detail-Oriented Work: Frequently	Research and analysis; completing payroll and reports
Noisy/Distracting Environment: Rarely	Office environment
Other: Choose an item.	

¹ Frequency Description:

Continuous – More than 2/3 of time

Frequently – 1/3 to 2/3 of time

Occasionally – Up to 1/3 of time

Rarely – Up to one hour per week

Never – Not expected

Physical Demands

The following physical demands are required of the position, with or without a reasonable accommodation.

Demand	Examples
Standing: Occasionally	In office
Sitting: Frequently	At work station, in vehicle
Walking: Frequently	Moving about the office
Kneeling: Rarely	At job sites, reaching storage areas
Crouching: Rarely	At job sites, reaching storage areas
Crawling: Rarely	At job sites, reaching storage areas
Climbing: Rarely	At job sites, reaching storage areas
Bending/Twisting: Rarely	Moving objects
Balancing: Rarely	Working on uneven surfaces
Lifting: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Carrying: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Pushing/pulling: Up to 20 pounds occasionally and up to 10 pounds frequently	Materials, supplies, tools
Reaching: Rarely	Overhead storage areas
Handling Objects: Frequently	Office equipment and supplies
Fine Dexterity: Frequently	Computer
Vision/Seeing: Continuously	Using computer
Hearing: Continuously	Communicating with employees and customers
Talking: Continuously	Communicating with employees and customers
Using Foot Controls: Never	Operating vehicles
Using Hand Controls: Continuously	Using computer
Other: Choose an item.	
Other: Choose an item.	