



The Town of Pembroke Park Job Description

Administrative Assistant to Billing Administrator

EEO Class Code: Administrative Support Worker

Union Status: Unclassified

FLSA Code: Non-Exempt

Department: Finance & Budget Department

Division: Billing

Supervises: None

Position Reports To: Billing Administrator

Sworn: No

Job Specifications

NATURE OF WORK

The Administrative Assistant to Billing Administrator supports the Billing Administrator in planning, coordinating, and supervising the billing functions for the Town, ensuring the accurate and timely processing of customer records and billings within the appropriate guidelines. The Assistant to Billing Administrator assist with all billing questions and concerns for business tax receipts, certificates of use, sign fees, inspection billing, false alarms, alarm registrations, special events, project and development applications.

ILLUSTRATIVE TASKS

Tasks required of those in the position of Assistant to Billing Administrator include, but are not limited to:

- Supports in processing all Town business tax receipts, certificates of use, sign fees, inspection billing, false alarms, alarm registrations, special events, project and development applications.
- Supports in reconciling the Town's account receivable.
- Supports in reconciliation of financial discrepancies by collecting and analyzing account information.
- Supports in the evaluation of the billing process and makes recommendations as appropriate.
- Promotes and ensures excellent customer service to Town residents and commercial business owners.
- Works closely with the Code Enforcement division to assist in compliance of the Town's code of ordinances.

- Schedules inspections for new Business Tax Receipt.
- Assist in delivering monthly reports to Town Commission on Billing Division.
- Utilizes Town billing systems for processing all billing transactions.
- Processes billing for reimbursable expenses.
- Ensures that Billing is handled within the appropriate contract guidelines.
- Supports in the maintenance of accurate customer records and accounts.
- Assist in the process of daily backup and annual write-offs reports for finance reconciliation.
- Research for request of approval for various billing adjustments, late charges and fees.
- Reviews and processes refund check requests.
- Conduct research regarding titles, liens, and any other public requests.
- Assist in calculating interest and collection fee on accounts for payoffs.
- May be required to perform general administrative/office duties as required, including but not limited to attending meetings, preparing reports and correspondence.
- Attends Town events, activities and emergencies as needed.
- Performs related, duties and special projects as assigned by the Assistant Finance & Budget Director and Billing Administrator.

KNOWLEDGE, SKILLS AND ABILITIES

Employees with the position of Administrative Assistant to Billing Administrator should have:

- Proficiency in Microsoft Office Suite, including preparing formulas and generating reports in Excel.
- Basic ability to research along with report preparation techniques.
- Knowledge of general bookkeeping procedures.
- Must possess strong mathematical capabilities.
- Ability to type with accuracy.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain accurate files.
- Excellent tact and customer service skills.
- Professional communication.
- Basic understanding of data entry skills.

MINIMUM REQUIREMENTS

- High School diploma, GED or equivalent required; Associates Degree in Accounting, Finance, Management, Public Administration, or a related field (Preferred).
- Minimum of one (1) year of billing experience preferred.
- Ability to become certified by the Florida Association of Business Tax Officials within the first three (3) years of employment with the Town of Pembroke Park.
- Minimum one (1) year of customer service experience preferred.
- An equivalent combination of education and experience may be considered.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

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

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic).
- Work within a confined area.
- Ability to work in a computer station for an extended period.
- May be requested to work overtime and weekends for special Town events, projects, and emergencies.