



Billing Administrator
EEO Class Code: Professionals
Union Status: Unclassified
FLSA Code: Exempt

The Town of Pembroke Park Job Description

Department: Finance
Division: Billing
Supervises: Administrative Assistant to Billing Administrator
Position Reports To: Finance & Budget Director
Sworn: No

Job Specifications

NATURE OF WORK

The Billing Administrator plans, coordinates, and supervises the billing functions for the Town, ensuring the accurate and timely processing of customer records and billings within the appropriate guidelines. The Billing Administrator serves as the point of contact for 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. Additionally, the Billing Administrator is responsible for delivering monthly reports to the Town Commission with regards to the Billing Division.

ILLUSTRATIVE TASKS

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

- Processes all Town business tax receipts, certificates of use, sign fees, inspection billing, false alarms, alarm registrations, special events, project, and development applications.
- Manages and reconciles The Town's account receivable.
- Reconciles financial discrepancies by collecting and analyzing account information.
- Reviews the work of the Assistant to Billing Administrator for completeness and accuracy.
- Evaluates 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 ensure compliance of the Town's code of ordinances.
- Schedules inspections for new Business Tax Receipt.

- Delivers monthly reports to Town Commission on Billing Division.
- Utilizes Town billing systems for processing all billing transactions.
- Ensures that Billing is handled within the appropriate contract guidelines.
- Supervises and participates in the maintenance of accurate customer records and accounts.
- Prepare daily backup and annual write-offs reports for finance reconciliation.
- Ensures that acceptable payment arrangements are made for customers, as necessary.
- Review and request approval from Town Commission for various billing adjustments, late charges, and fees.
- Reviews and processes refund check requests.
- Conduct research regarding titles, liens, and any other public requests.
- Calculates interest and collection fee on accounts for payoffs.
- Performs general administrative/office duties as required, including but not limited to attending meetings, preparing reports and correspondence.
- Attends all Town events, activities and emergencies as needed
- Performs related duties and special projects as assigned by the Assistant Finance & Budget Director.

KNOWLEDGE, SKILLS AND ABILITIES

Employees with the position of Billing Administrator should have:

- Proficiency in Microsoft Office Suite, including preparing formulas and generating reports in Excel.
- Principles of supervision, training, and performance evaluation.
- Knowledge of financial research and report preparation methods and 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.
- Knowledge of automated billing and financial management systems.
- Knowledge of pertinent Federal, State, and local laws, codes, and regulations.

MINIMUM REQUIREMENTS

- Associates Degree in Accounting, Finance, Management, Public Administration, or a related field required; Bachelor's Degree in accounting, Finance, Management, Public Administration, or a related field (Preferred).
- Minimum of one (1) to three (3) years of supervisory billing experience required.
- 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 three (3) years of customer service experience.
- 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.