



North Coast Regional District

Job Description

JOB TITLE: ADMINISTRATIVE ASSISTANT – Accounts Receivable/Cash Receipting/Utility Billing

EXEMPT:	NO	DEPARTMENT:	Finance
LOCATION	Prince Rupert	SUPERVISOR:	Treasurer
APPROVED BY:	CAO	DATE:	May 2023
REPLACES:	Administrative Assistant	DATE:	April 2016

SUMMARY

Under the general direction of the Treasurer, the Administrative Assistant – Accounts Receivable/Cash Receipting/Utility Billing is responsible for the provision of bookkeeping support in accordance with all statutory requirements and Regional District policies, procedures, and directives. Duties will include entering, processing, verifying and reconciling a variety of accounting transactions and records to meet the varied demands of the Regional District. This position is also required to undertake a variety of clerical duties.

KEY RESPONSIBILITIES include the following:

Accounts Receivable

1. Prepare and issue various accounts receivable invoices and monthly customer statements.
2. Respond to customer inquiries both verbal and written.
3. Follow up with customers, verbally and in writing, regarding account information and/or overdue accounts.

Cash Receipting

1. Collect payments made by customers, apply payments to accounts, and prepare and make regular deposits to the bank.
2. Monitor bank account daily to ensure deposits are recorded by the bank in a timely manner.
3. Manage and record daily on-line banking reports.

Utility Billing

1. Prepare and issue annual garbage and water billing invoices before January 31.

2. Prepare and issue penalty batch for invoices not paid before June 30.
3. Respond to customer billing inquiries both verbal and written.
4. Update utility billing information with data downloads from BC Assessment Authority.

Bookkeeping Support

1. Reconcile control accounts to subsidiary ledgers.
2. Verify the accuracy of data entered and processed, prior to the closing of the batch or accounting period.
3. Perform trouble-shooting on the accounting system and subsidiary modules as required.
4. Assist in completing various reporting requirements to the Province for transferring prior year unpaid utility accounts, and other reports as required.
5. Provide information for the organization's year-end and annual audit.

Clerical Support

1. Drafts correspondence as required for review.
2. File various documents, including correspondence and accounting records, as directed by and in accordance with the organization's established bylaws, policies and procedures.
3. Attend to walk-in traffic.
4. Ensure outgoing mail is stamped and delivered to the post office in a timely manner.
5. Provide back up and relief for Administrative Assistant – Payroll/Accounts Payable.
6. Other duties as assigned from time-to-time.

KEY RELATIONSHIPS

Internal

- Treasurer
- Chief Administrative Officer
- Members of the Board
- Other Managers and Staff

External

- Members of the public
- Customers
- Software suppliers

DECISION MAKING AUTHORITY

Decisions that are made in carrying out the typical duties of the job without referring to the Treasurer include:

- Maintaining and troubleshooting the accounting system modules to ensure accurate recording and processing of transactions.
- Ensuring that various processes are completed on time and adjusting processing schedules to meet deadlines.

PROBLEM SOLVING RESPONSIBILITY

- Determines the correct allocation of revenues within the approved budget with minimum direction.
- Modifies the processes and system modules to accommodate procedural changes to improve efficiencies.
- Determines the correct method to receipt payments or best method for handling other transactions.
- Ensures deadlines are met.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. The requirement listed below are representative of the knowledge, skill and ability required.

Formal Education and Training

- Completion of Grade 12 or equivalent.
- Completion of two (2) years of formal education towards a professional accounting designation is preferred.

Experience

- Three (3) years general accounting experience, preferably in the public sector including at least one (1) year experience in computerized general accounting procedures.
- Experience performing a variety of clerical functions, such as drafting correspondence, filing, answering the telephone and responding to public inquiries.

Other Skills/Knowledge

- A high degree of proficiency with computerized accounting software (Vadim preferred).
- A high level of proficiency with the Microsoft Office Suite (Excel, Word, Outlook).
- Familiarity with generally accepted accounting practices and regulatory reporting requirements to the Province and other government agencies.
- Ability to perform standard calculations pertaining to various accounting functions.
- Ability to problem-solve a variety of situations relating to accounting system modules and other software.
- Ability to communicate effectively with management, staff, Board members and the public.
- Ability to work effectively in a team environment.
- Highly organized with strong attention to detail.
- Ability to prioritize work and to handle the realities of a deadline-driven department.

SUPERVISORY RESPONSIBILITIES

None.

MEASUREMENT DATA

This position requires:

- Accurate data entry.
- Ensuring deadlines are consistently met.
- Successful time-management skills.
- Completion of financial processes in a timely manner.
- Concerns raised by customers and Staff handled in a timely and courteous manner.
- Distribution of accurate information to managers/supervisors of their account details in a timely manner.
- Maintaining good, positive and harmonious working relationships with all Staff, Managers, Board Members and customers.

ADDITIONAL INFORMATION

- Due to the sensitivity of the information dealt with in this position, confidentiality must be maintained at all times.
- Some flexibility in hours may be required to meet peak workloads or unusual circumstances.
- Requirement to comply with and promote safe work practices and procedures in order to create a safe and healthy work environment.
- A valid Class 5 British Columbia driver's license is preferred.
- This position is governed by the Collective Agreement between the NCRD and CUPE Local 105-04.

Employee		Date	
Supervisor		Date	

By signing the above, I acknowledge that I have received, reviewed and fully understand the job description for Administrative Assistant – Receivables/Cash Receipting/Utility Billing. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.