

## *Town of Lake Placid, Florida*

### ACCOUNTS PAYABLE / PAYROLL CLERK

This is a statistical, accounting and financial position for the Town of Lake Placid. Work performed requires judgment and is under the direct supervision of the Finance Director and requires accounting skills, payroll skills, computer skills such as spreadsheets and knowledge of Human Resource practices and procedures. Specialized work involves maintaining the Town's accounts payable, purchasing and inventory and payroll.

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be necessary and assigned.**

### GENERAL JOB DESCRIPTION

- *Performs as the Town Purchase Agent for all office supplies and other purchases as requested. Place orders and follow-up on the order status.*
- Responsible for entering invoices into the financial system, maintaining the vendor master, maintaining encumbrances, requisition processing, printing of purchase orders, invoice processing, assisting with field purchase order.
- Employee shall be familiar with cost accounting and cost allocating.
- Maintain personnel records and track employee benefits.
- Process and track weekly, bi-weekly and monthly payroll accruals.
- With approval of a Director shall provide employees reports pertaining to his or her file.
- Process and file weekly, bi-weekly and monthly payroll taxes.
- Print weekly, bi-weekly and monthly payroll reports and give to Finance, for review.
- Payables and payroll month end and year end processes.
- Employee shall maintain fix assets and shall ensure accuracy.
- Prepares and posts journal entries as assigned .
- *Answer customer questions relating to billing, billing services and update customer accounts. Return emails and phone messages.*
- *Process applications and ensure the completion of the Annexation Consent is filled out correctly. Process also includes data entry, scanning documents and file attachment.*
- *Initiates and process work orders (for water, sewer and Sanitation services). And the closing of the work order after the Technicians return the form to the office.*
- *Complete works orders for extra Sanitation pick-up and onward to Public Works Foreman.*
- *Due to job segregation, occasionally would this position provide support to the Front Desk Clerk – for collecting payments. (This position is third in line for Front Desk duties when the Front Desk Clerk is on leave and during break periods). As Needed – Fill in as Front Desk Clerk in absence for sick and vacation leave, including providing customer service to customers in the lobby and on the phone, sorting and distributing mail, final processing and distributing staff pay stubs, and providing support to Town staff.*
- *Calculate bills for water, wastewater and sanitation services and verify accuracy.*
- *Prepare high read list for meter readers to investigate and send out e-bills.*

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- Enters charges, bill for charges (misc and metered charges) and print bills. Sort bills and take to post office for mailing.
- Process ACH payments.
- If a payment was returned for any reason, the Billing Clerk must reverse payment, assess NSF fee and send letter to customer.
- Assess late fee and penalties on delinquent accounts.
- Upload and down load handhelds with routes for meter readers.
- Setup approved arrangements for promise to pay.
- Prepare shut off list for delinquent accounts.
- Issue final notices for accounts that have not responded to shut off and final bill and close accounts that do not respond to final notice.
- Assist with data entry, budget adjustments, month end journal entries and other month and year –end postings.
- Responsible for contacting support for the maintenance of Town Hall postage meter and Xerox copier.
- Ensure the accuracy of tax tables and benefit calculations
- Prepares payroll on a weekly basis for weekly paid employees and bi-weekly for bi-weekly employees.
- Prepares 941 report at end of quarter.
- Prepares W-2 forms.
- Prepares end of month reports for payroll, such as: Report for retirement contribution, report to be used to report unemployment compensation and any and all other reports required for month end and year end closings.
- Writes letters to businesses and customers in response to inquiries.
- Familiar with accounting procedures manual.
- Familiar with budgeted items on the chart of accounts.
- Familiar with distribution codes for all expensed items.
- Responsible for correct posting, ensuring that proper purchasing procedures have been followed and that all relevant documentation is noted of the date and employee and attached together. (Petty cash Receipt, Employee Receipts, Statements, Invoices, Shipping Slips, Purchase Orders, Etc.).
- Follow up on purchase orders and not received or incorrect items with departmental directors.
- Data entry account payables.
- Data entry journal entries (must be approved).
- Maintain a batch log.
- Assist auditors with annual audit.
- Uphold confidentiality.
- Other duties as assigned.

## **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with

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disabilities to perform the essential functions. Must have strong skills using Microsoft Office, including Word and Excel.

### **EDUCATION AND/OR EXPERIENCE**

High school diploma or general education degree (GED) desired; and two (2) years related experience and/or training in customer/public relations; accounting skills; payroll skills and/or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos.  
Ability to write simple correspondence.

### **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

### **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving variables in standardized situations.

### **OTHER SKILLS AND ABILITIES:**

Knowledge of municipal laws, policies and practices. Ability to use data processing ledgers, and other documents and registers to retrieve information from the computer. Ability to communicate effectively with irate customers in a courteous manner. Ability to type and operate computer software programs of accounting and payroll.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tool, or controls, and talk or hear. The employee frequently is required to stand and reach with hands and arms. The employee is regularly required to stand and walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

### **WORK ENVIRONMENT**

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

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I have read and understand the contents of this Job Description. I certify that I am capable of carrying out the Essential Duties and Responsibilities as specified.

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**NOTE:** *Italic and underlined tasks are not a ordinary job duty for this position.*

## BILLING CLERK

# *Town of Lake Placid, Florida*

## BILLING CLERK

This is a statistical, accounting and financial position for the Town of Lake Placid. Work performed requires judgment and is under the direct supervision of the Finance Director.

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be necessary and assigned.**

### GENERAL JOB DESCRIPTION

- Create requisitions.
- *In the absence of the Accounts Payable/Payroll Clerk, this position may perform as the backup person to process requisitions, to ensure that employees has or has the capability to acquire needed tools and equipment to perform his or her job.*
- *In the absence of the Accounts Payable/Payroll Clerk, this position shall assist the Finance Director as the backup person to process payables and payroll tasks.*
- Performs as the Town Purchase Agent for all office supplies and other purchases as requested. Place orders and follow-up on the order status.
- Answer customer questions relating to billing, billing services and update customer accounts. Return emails and phone messages.
- Calculate bills for water, wastewater and sanitation services and verify accuracy.
- Prepare high read list for meter readers to investigate and send out e-bills.
- Enters charges, bill for charges (misc and metered charges) and print bills. Sort bills and take to post office for mailing.
- Process ACH payments.
- If a payment was returned for any reason, the Billing Clerk must reverse payment, assess NSF fee and send letter to customer.
- Assess late fee and penalties on delinquent accounts.
- Upload and download handhelds with routes for meter readers.
- Setup approved arrangements for promise to pay.
- Prepare shut off list for delinquent accounts.
- Ensure the accuracy of rate tables, fees and penalties calculations
- Issue final notices for accounts that have not responded to shut off and final bill and close accounts that do not respond to final notice.
- Maintain folder of past due accounts in preparation to forward to collection.
- Verify daily close worksheet with funds received from the Front Desk Clerk and prepare deposits for cash and complete remote deposits for checks and money orders.
- *Assist customers with completing an application (for new services)* and assist customers with completing an Annexation Consent form.
- *Process applications and ensure the completion of the Annexation Consent is filled out correctly. Process also includes data entry, scanning documents and file attachment.*
- *Initiates and process work orders (for water, sewer and Sanitation services). And the closing of the work order after the Technicians return the form to the office.*

## **BILLING CLERK**

- Calculate and post adjustments to customers account(s); after the approval of a Director or Director Designee.
- *Complete work orders for extra Sanitation pick-up and onward to Public Works Foreman.*
- *Due to job segregation, occasionally would this position provide support to the Front Desk Clerk – for collecting payments. (This position is third in line for Front Desk duties when the Front Desk Clerk is on leave and during break periods). As Needed – Fill in as Front Desk Clerk in absence for sick and vacation leave, including providing customer service to customers in the lobby and on the phone, sorting and distributing mail, final processing and distributing staff pay stubs, and providing support to Town staff.*
- *Follow-up on work orders that was not returned to office by the scheduled completion date.*
- Process approved leak adjustments including preparing the documents for approval, updating the computer system with approved adjustments and notes, and notifying the customer.
- Follow-up on leak adjustments to maintain penalty and shut-off exemptions.
- Follow-up on irregular billings to ensure cycle bills are calculated correctly, especially Seasonal Shut Off and Shut On.
- *Responsible for connecting and disconnecting services, including how to handle emergency calls for line breaks, and sewer stoppages and other related events.*
- *Know how to make a public announcement for emergency line breaks and temporary service outages.*
- Provide documents and information in support of annual Town audit.
- Access to sensitive information pertaining to customers.
- All other duties, as assigned.

## **ESSENTIAL JOB FUNCTIONS**

- Enter all necessary data for water, sewer, and sanitation services into the billing system.
- Maintain customer account history, billing, and payments.
- Provide customer service by explaining available utility services and costs, answering billing questions, and assisting with other general inquiries.
- Issue, maintain, and close work orders for water connection and disconnection, water leak checks, meter re-reads, new meter installs, and additional sanitation services.
- Must be able to validate work and find error that may create problems in data (to avoid reporting errors).

## **ESSENTIAL MINIMUM QUALIFICATIONS** (Education and Experience)

- High school diploma with five years of accounting experience or an Associate degree in a closely related field with two years of experience and/or training that includes data entry, billing and any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job or a Bachelor Degree with knowledge of billing.
- Customer Service experience preferred
- Accounts Receivable / Accounts Payable experience
- Accounts Payable experience

## **BILLING CLERK**

### **ESSENTIAL KNOWLEDGE, ABILITIES AND SKILLS**

- Ability to coordinate and correlate data.
- Ability to effectively communicate orally and in writing with customers and staff.
- Ability to deal with irate customers or customer who may not be satisfied.
- Requires patience and cheerful attitude.
- Ability to work under stress.
- Knowledge of databases – Microsoft Access and excel preferred.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.
- Ability to be flexible and adapt to changes in policies and procedures.
- Ability to work professionally and effectively with other staff members.

### **ESSENTIAL PHYSICAL SKILLS**

- Ability to standing for a period of time, bending, carrying, pushing and/or pulling of objects and possibly kneeling.
- Able to lift typical office supplies.
- Tasks may involve extended periods of time at a keyboard or workstation.
- Sitting for extended periods

### **ENVIRONMENTAL CONDITIONS**

- Work is normally inside an air-conditioned environment.
- Shared work space

### **PERFORMANCE APTITUDES**

- After hours: May require announced or unannounced overtime work and the ability to respond to call-out work during non-working hours for emergencies.
- Data Utilization: Requires the ability to coordinate, manage, and/or correlate data; includes exercising judgment in determining time, place, and/or sequence of operations.
- Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions. General knowledge of office machines and equipment including personal computers and related software, especially Microsoft Word, Excel, Access or related programs.
- Verbal/written Aptitude: Ability to prepare effective correspondence on routine matters and to perform routine office procedures.
- Scheduling: Requires the ability to timely schedule tasks and billing dates.
- Administrator: Requires the ability to apply principles of clerical duties to assist Department Directors with billing reports, customer history and annual audits.
- Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

**BILLING CLERK**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**NOTE:** *Italic and underlined tasks are not a ordinary job duty for this position.*