

## **ACCOUNTS RECEIVABLE SUPERVISOR**

Tri-County Electric Cooperative, Inc.

### **POSITION OBJECTIVE:**

To administer, coordinate and supervise the Accounts Receivable Department so as to facilitate data entry and billing services. To provide maximum service to the membership by rendering prompt, efficient, and courteous service that will promote good will between the Cooperative and its members. To administer and distribute Capital Credits in accordance with TCEC's bylaws.

### **DUTIES AND RESPONSIBILITIES:**

- (a) Assumes responsibilities and appropriate authority for results from the activities in the following functional areas; the authority to be consistent with policies, procedures, and specific authority as delegated by the VP of Corporate Services.
- (b) Establish controls for the billing process to ensure bill accuracy.
- (c) Develops and recommends long and short-range plans for the Billing Department.
- (d) Maintains Capital Credit records and distribution of funds.
- (e) Reviews internal departmental records for accuracy and directs any necessary corrections.
- (f) Initiates changes to existing functions to increase efficiency and effectiveness.
- (g) Prepares consumer accounting database reports.
- (h) Maintains daily member account funding reports for exceptions or rejected payments.
- (i) Review and prepare customer refunds.
- (j) Supervise reporting personnel, train via coaching skills and performance evaluations.
- (k) Create monthly billing calendar and manages all customer billing processes.
- (l) Reconciles monthly sales reports.
- (m) Balances all A/R and billing transactions daily.
- (n) Administer year end closeout procedures for iVUE Service
- (o) Administration over VAULT, or future document scanning database, user rights and file organization.
- (p) Maintains TNS-collar addition and changes.
- (q) Maintains Energizing Education scholarship program.
- (r) Generates activity reports in support of Administration activities.
- (s) Assists and supports other Departments in the performance of their operational duties when necessary.
- (t) Maintain and approve daily e-time record.
- (u) Participates in safety meetings, training programs and annual meeting as required.

- (v) This list of duties and responsibilities is not intended to be all-inclusive and can be expanded to include other duties and responsibilities that management deems necessary.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- (a) Associate degree required.
- (b) Five years of progressively responsible utility experience including problem resolution and customer assistance activities and supervisory responsibilities.
- (c) Must have a good knowledge of general office procedures and a commitment to the cooperative principles of doing business, including knowledge of rural electrification and cooperative programs.
- (d) Must have working knowledge of the Cooperative's rates, billing and collecting regulations.
- (e) Must possess a broad knowledge of Customer Information Systems.
- (f) Must have considerable skill in effectively dealing with a variety of people under different circumstances.
- (g) Must have good communication skills and project a good image.
- (h) Experience with word processing preferred.
- (i) Valid Class E driver's license required.

#### **PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:**

Works in climate-controlled office environment. Job requires sitting, standing, walking, bending, and reaching. Requires good finger dexterity, repetitive motions with hands and fingers. Generally regular hours of work with some afterhours time required. Daily schedule of work may be varied. Some travel in and around the system may be required. Attendance of various seminars and conferences will be required.

#### **REPORTS TO:**

VP of Corporate Services

#### **SUPERVISORY RESPONSIBILITIES:**

Accounts Receivable/Payable Assistant