



The Spring Creek Association

Accounts Receivable/Assessments Clerk

Position Title: Accounts Receivable/Assessments Clerk **Classification:** **Grade:**

Department: Administration

Schedule: Full-time

Reports To: SCA Treasurer

Branch: Administration

ESSENTIAL FUNCTION:

Under the direction of the SCA Treasurer, the Accounts Receivable/Assessments Clerk is responsible for account maintenance and reconciliations. It is essential that this person be able to manage a full workload, coordinate computer and printer use with other staff and make decisions regarding accounts that are reasonable, consistent and supportable. When owners agree or a decision is uncertain, the matter will be referred to the SCA Treasurer for review and decision. Generally AC handles most questions but higher authority intervention is sometimes necessary or requested.

Scope of Authority: No supervisory authority. Orientation to new employees regarding assessment collections, balance due calculation, and general information may be provided by AC as well as other staff.

ESSENTIAL SKILLS:

- Must able to manage tasks insuring their successful completion.
- Must be able to work independently and prioritize daily work duties.
- Must be an effective communicator and have the ability to make sound judgments and decisions.
- Must recognize and respect all sensitive information and utilize confidentiality accordingly.
- Must be able to model expected behavior, motivating fellow staff and volunteers, and be capable of working with diverse groups.
- Must follow all SCA safety policies at all times.
- Must be able to operate office machines such as computer, fax, printer and adding machine.
- Must be able to sit for long periods.
- Basic understanding of accounting principles and general ledger.
- Must be able to organize and coordinate a public or company event from start to finish.

DUTIES AND RESPONSIBILITIES:

1. Assessment posting- Assists with opening mail, sorting and posting payments as needed due to Receptionist absence or times of heavy workload.
2. Legal Receivables- Process payments from Attorney's office weekly, applying credit first to assessments in order to make account current and cease future late fees, then to legal fees. Track payments and disbursement thereof on spreadsheet to ensure the SCA is reimbursed for all legal expenses whenever possible. Ensure that attorney is notified of all payments received in our office daily and that our spreadsheet reconciles with the ledgers kept by the attorney weekly.
3. Account adjustments- Post entries and adjustments to accounts including initial assessments for title changes, NSF checks and fees, transfers between accounts, posting corrections, write-offs, refunds, etc. as

they are submitted. Maintains monthly spreadsheet of all entries to be reconciled each month and available for auditor review if requested.

4. Track and mark accounts in Bankruptcy and Foreclosure weekly.
5. Account Correspondence- Initiate contact and respond to letters and phone calls regarding account activity and balances, missing payments, NSF, demand letters, discrepancies, etc. Clearly compose and convey information to customers. Create and utilize form letters and mail merge. This may require extensive research as to the missing payment.
6. Mid-Month- Starting on the acting 10th and to be completed within 5 business days, ensure all payments in our office by 5:00pm on the acting 10th are posted. Reconcile spreadsheets with the General Ledger and make adjustments as needed. Print and mail delinquent notices and demand letters, ensuring that any notations are made. Post late fees. Research and refer accounts for collection. Code accounts that are in collection or demand status in Advantos. Maintain copies of letters in Demand Letters binder and keep notes of any payments or payment arrangements made on account in an effort to work with customers to avoid collections. Pull all files of accounts sent to legal and keep in separate cabinets. Add accounts sent to legal to the CM tracking spreadsheet. Create list of delinquent accounts for Horse Palace and Golf Course.
7. Month-End- Process month end reconciliation by ensuring that spreadsheets reconcile with the General Ledger. Prepare Reconciliation and Board of Directors reports including aging accounts. Close the current month in Advantos. Reconcile billing from Attorney for collections, enter into spreadsheet. Ensure that billing for each account is correct before submitting to Treasurer for payment.
8. *Returned mail- When mail is returned to our office, research the address on file with Elko County for the homeowner. If a different address is present, resend mail to corrected address. Send a letter to homeowner along with an update form if needed. If Elko County has same address and no forwarding address is on envelope, then file.
9. Title Transfer- Transfer of ownership, complete forms, change information in Advantos, post transfer fee, print and mail coupon set for payment, mail welcome packet and file- purging old paperwork. If transfer is not done via a title company, a demand letter may need to be sent.
10. Notary- offers notary services to customers.
11. Coupons- Print and mail coupon sets for new customers. Reprint and mail coupon sets for customers who have lost or never received their sets and requested a new set. This should be done every 1-2 weeks. Prepares list and prints annual coupons for mailing. Verifies all sets are printed. Pre-orders coupons, delinquent notices and envelopes for the year.
12. Assist Front Desk with customers, posting payments, taking phone calls, filing, taking reservations, opening and distributing mail, creating homeowner cards, selling campground keys, refilling postage machine etc.
13. Filing and general office duties. Operation of computer equipment for spreadsheet creation, word processing, email correspondence, reporting, payment entry, account maintenance.
14. Assist professional staff with duties that may require additional help or attention.
15. Accounts payable verifications- Sign off on all invoices and verify payment amounts prior to check signature
16. Event Planning assistance.
17. When time permits- Review accounts for credits that need attention, put together homeowner packets, make sure there are enough copies of forms, dust & vacuum, verify all accounts marked N are in Demand Letters binder and vice versa, verify all accounts marked A are in legal and vice versa, filing, print COA letters for D'Ann, purge old files and checks, haul old files to storage, audit legal accounts, clean kitchen, stock office supplies and paper.
18. Assists with posts to social media for community information, job posting, public relations, promotions, etc.

18. Carries out other duties as assigned

EDUCATION AND EXPERIENCE:

Education: Minimum of a high school diploma or GED.

Experience: Minimum of 2-years prior experience in accounting or related field.

Skills and Ability Requirements:

Proficient in Microsoft Office – Specifically MS Excel

Additional required trainings preferred:

PHYSICAL DEMANDS and WORK ENVIRONMENT:

Must be able to sit for long periods of time. Must be able to lift 50#. Must be able to kneel.

EFFECT ON END RESULT:

This position has a direct impact on the overall effectiveness with which the organization accomplishes its mission in service to members and the community.

Member satisfaction and retention will improve through great customer service and efficient accounting of their funds.

Improved public perception as a quality organization demonstrated by accurate, efficient and transparent accounting.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the job. It is intended to be a reflection of those principal job elements essential for recruitment and selection, for making fair job evaluations, and for establishing performance standards. The incumbent shall perform all other functions and/or be cross-trained as shall be determined at the sole discretion of management, who has the right to amend, modify, or terminate this job in part or in whole.

Incumbent must be able to perform all job functions safely.

Incumbent Printed Name

Supervisor Printed Name

Incumbent Signature

Supervisor Signature

Date Signed

Date Signed