

Title: Receptionist/Accounts Receivable Clerk
Pay Range: N-5
Date: 06-07-19
Report To: Business Manager

Job Summary:

Assist walk-in and telephone customers. Process and receipt payments arriving in the mail, if needed or from walk-in customers.

Duties and Responsibilities:

- In coordination with the Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk, answer the telephone and provide information/assistance or route calls to appropriate staff member.
- In coordination with Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk, greet customers coming into the office in a congenial manner and provide assistance including, but not limited to; answering general questions, signing in property owners as they arrive, signing out property owners when they leave, distributing the Roster, Amenity Pass, miscellaneous publications, and any other pertinent material.
- In coordination with Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk process and receipt payments arriving in the mail or from walk-in customers for annual dues, golf, racquet club, fishing, RV storage, boat racks, maps, etc.
- In coordination with Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk communicate assessment information to local attorneys and realtors.
- In coordination with Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk record property owner changes in address.
- Assist Accounts Receivable/Billing Clerk with assignment and billing of cluster mailboxes.
- In coordination with the Accounts Receivable/Billing Clerk and Secretary/Advertising Clerk ensure front lobby is kept in a tidy, professional manner.
- In the absence of the Operations Administrator, receive work requests from property owners.
- Distribute information pertaining to Linville Land Harbor to prospective buyers.
- Providing/Selling 911 Maps.
- Tap On requests for water and sewer.
- Perform other related duties as required.

Knowledge, Skills, and Abilities:

- Knowledge of modern office procedures and methods including telephone communications, office systems, financial software and record keeping.
- Skill to use personal computer and various software packages.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Ability to handle and resolve recurring problems.
- Ability to use tact and courtesy in dealing with customers and promote customer service.

Credentials and Experience:

- Associates degree with courses in secretarial/office administration/accounting
- Two years related experience or;
- Equivalent combination of education and/or experience.