

## **POSITION DESCRIPTION**

Title: Accounting Manager

Department: Solid Waste

Job Analysis: February 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Development and Environmental Director

Subordinate Staff: Senior Billing Account Specialists, Scale Operators, Office Administrator – Solid Waste Maintenance, Operations Support Specialists

Internal Contacts: Solid Waste Staff, Officials and employees of the Commission Office, Budget & Purchasing Department, Accounting, CIS Department, Revenue Commissioner's Office, and the Sheriff's Department

External Contacts: General Public, Vendors, Customers, Insurance Companies, FEMA, State Agencies, Local Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department

Status: Classified/Exempt (S319)

### **Job Summary**

The Accounting Manager – Solid Waste is responsible for the daily accounting and budgeting operations for all cost centers in the department which includes Magnolia Landfill, MacBride C & D Landfill, Bay Minette Transfer Station, Eastfork C & D Landfill, Redhill Landfill and Garbage Collection. This position is also responsible for: Solid Waste billing, receivables, new accounts and maintaining existing account relationships, maintaining account records and preparing special financial reports and statements, creating the annual department budget and monitoring the budget on a monthly basis, overseeing all purchase orders, receiving paperwork, and invoices for all locations in the department, overseeing and administering all software programs for Solid Waste, handling correspondence incoming and outgoing between county, local, state and agencies, checking the accuracy of Kronos payroll prior to sign off and responsible for submittal of reimbursement requests for FEMA disasters and coordinates with FEMA Project Officer.

## **Job Domains**

### **A. Accounting and Financial**

1. Special Projects and Proformas.
2. Collect receivables.
3. Daily accounting reconciliation.
4. Prepare various reports upon request.
5. Coordinate debris management records.
6. Process monthly billing.
7. Process NSF's.

### **B. Filing and Records Management**

1. Maintain Solid Waste financial records.
2. Maintain budget records.
3. Assists in maintaining landfill permits, reporting and operational files.
4. Ensures monthly, quarterly, and year end documentation is sent to accounting.

### **C. Operations Responsibilities**

1. Coordinate all purchasing and receiving for all Solid Waste Departments.
2. Maintain all records of purchasing and receiving for all locations of the Solid Waste Department.
3. Work with accounts payable department and purchasing to correct any problems with accounts.
4. Oversee software and computer applications for Solid Waste.
5. Manage all customer accounts and disputes.
6. Create agenda action items as required or needed.
7. Assist in keeping track of permit expirations, renewals, reporting requirements.
8. Prepare reimbursement requests to FEMA for disaster relief and submits proper documentation to the Project Officer.

### **D. Reports**

1. Prepare ADEM Quarterly Disposal Fee Reports.
2. Prepare ADEM Quarterly Reports.
3. Prepare Monthly Operating and Financial Reports.
4. Process expense vouchers for the department.

### **E. Personnel**

1. Create and update organizational chart for department.
2. Verify time on Kronos each pay period and work with managers to ensure accuracy.
3. Supervise Scale Operators, Senior Billing Account Specialists and Office Administrator – Solid Waste Maintenance.

### **Knowledge, Skills and Abilities**

(Any item with an asterisk will be taught on the job.)

1. Skills to communicate effectively with office staff, general public, and elected officials.
2. Skills to perform accounting and bookkeeping operations, conduct audits and monitors budgets.
3. Skills to prepare reports, complete forms and compose letters.
4. Skills to understand written instructions, manuals and correspondence.
5. Ability to assign tasks and supervise/evaluate employees.
6. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of EnCore computer software for commercial and residential accounts.
9. Knowledge of E1 accounting program.
10. Knowledge of the AS400 system.
11. Knowledge of Word, Excel, Access, Power Point and Organizer.
12. Knowledge of Kronos Time Keeping Program.

### **Other Characteristics**

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

### **Minimum Requirements**

1. Bachelor's degree in Accounting or related field.

## **POSITION DESCRIPTION**

Title: Operations Support Specialist II

Department: Solid Waste

Job Analysis: February 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Accounting Manager

Subordinate Staff: None

Internal Contacts: Billing/Collections Staff, Solid Waste Officer, Landfill Manager, Call Center, Equipment Operators, Accounting, Purchasing, Collection Drivers, Elected Officials, Tax Assessor, Sheriff Department, Highway Department, CIS

External Contacts: Property Owners, Residents, Waste Institutions, Utility Companies, Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department, Property Owners, Residents, Municipalities, Postal Service, Health Department, Vendors

Status: Classified/Non-Exempt (307)

### **Job Summary**

This position provides support to the overall operations of the Solid Waste Department including customer service, billing, dispatch, routing, non-compliance, and scale operations functions by acting as a backup where necessary. This position also provides administrative, data entry and research support for all areas of the Solid Waste Department where directed which includes, but not limited to, heavy customer service, resolving customer complaints, researching non-compliance issues and other duties as assigned in the absence of other departmental personnel. This position also helps organize files and follow up on outstanding customer account documentation and research.

### **Job Domains**

A. Billing

1. Maintain billing and collection documentation in an auditable state.
2. Process new accounts, terminated accounts, and resolves problem accounts.
3. Prepare all documentation necessary to request debits, credits and balance adjustments to accounts.

#### B. Customer Service

1. Handle customer complaints, record the complaints, and resolve the issue. If it involves another department forwards a copy to the department and track the complaint until it is resolved.
2. Assist customers in determining correct account status.
3. Inform customers of allowed exemptions and send out letters and applications to qualifying residents.
4. Work with customers on allowed exemptions and maintain accurate records.
5. Maintain effective working relationship with public and DSWO.

#### C. Scale Operations

1. Weigh all vehicles coming into and leaving landfill as outlined by operations procedure.
2. Calculate monies owed and determine cash or billing.
4. Maintain records of all transactions as outlined by operating procedure.
5. Balance accounts daily.
6. Prepare receipts for deposits.
7. Maintain effective working relationship with public.
8. Keep Landfill Supervisor and Senior Accountant aware of any unusual situations.
9. Maintain communications with other internal contacts.
10. Accept and prepare payment for deposit and processing.

#### D. Dispatch

1. Assist in the day-to-day operations of auditing residential collection routes of the Baldwin County Solid Waste Department.
2. Assist the Environmental and Development Director, Deputy Environmental and Development Director, Collections Supervisor, Accounting Manager, Deputy Solid Waste Officers and Senior Dispatcher – Compliance and Routes to develop routes and research properties found to be not on service.
3. Assist in all Non-Compliance efforts, including but not limited to; letter inquiry as to address status, door to door inquiries, show cause hearing, illegal dump complaints and investigation, solid waste policy and procedure enforcement.
4. Monitor the audit trail between field data and other BCSW departments.
5. Assist with GIS routing program to keep routes up to date and accurate with information in the residential billing database.

#### E. Miscellaneous

1. Provide back-up for scale operations, residential drive-thru, dispatch function and front desk as necessary.
2. Prepare various accounting and statistical reports for management as requested.

### **Knowledge, Skills, and Abilities**

1. Ability to communicate effectively with customers.
2. Strong customer relations and collections background.
3. Excellent communication skills with command of English grammar and composition.
4. Math skills to perform basic mathematical operations.
5. Reading skills to understand various documents.
6. Knowledge of filing system.
7. Knowledge of County Commission procedures, as well as, general office procedures.
8. Ability to keep clerical records and prepare accurate reports.
9. Ability to prepare effective correspondence.
10. Knowledge and ability to operate office machines such as typewriter, PC, copy machine, 10-key calculator, etc.
11. Proficient in entry level accounting operations and bookkeeping procedures.
12. Ability to organize heavy workload and accomplish required tasks.
13. Knowledge of Internet Explorer and Outlook Express, Word, Excel, Access, Power Point and Organizer.
14. Ability to create and maintain detailed spreadsheets.
15. Ability to perform mail merge function in Word to accomplish bulk mailouts.
16. Knowledge of billing and collection software.
17. Knowledge of the AS400 System.
18. Knowledge of Crystal Reports or similar report-writer software.

### **Other Characteristics**

1. Willing to work nonstandard hours as necessary.
2. Willing to travel as required.
3. Ability to work under stress of recurring deadlines.
4. Self-motivated and team player.

### **Minimum Requirements**

1. High school diploma or equivalent, some college preferred.
2. Three (3) years accounting and customer service experience.
3. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
4. Accounts Receivable and Accounts Payable experience desired.
5. Experience with computerized accounting systems desired.
6. Experience in service-oriented field.

## **POSITION DESCRIPTION**

Title: Operations Support Specialist III

Department: Solid Waste

Job Analysis: February 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports to: Accounting Manager

Subordinate Staff: None

Internal Contacts: Billing/Collections Staff, Solid Waste Officer, Landfill Manager, Call Center, Equipment Operators, Accounting, Purchasing, Collection Drivers, Elected Officials, Tax Assessor, Sheriff Department, Highway Department, CIS

External Contacts: Property Owners, Residents, Waste Institutions, Utility Companies, Municipalities, Postal Service, 911 Addressing, District Attorney's Office, Health Department, Property Owners, Residents, Municipalities, Postal Service, Health Department, Vendors

Status: Classified/Non-Exempt (309)

### **Job Summary**

The Operations Support Specialist III is primarily responsible for providing support to customer service, billing, dispatch, routing, non-compliance, scale operations and purchasing functions. This position will work closely with residential billing staff and also provide backup and support with the Delinquency/Collections process as necessary. Also, responsible for creating detailed spreadsheets and statistical reports as directed. Assists with any and all aspects of customer service including resolving customer complaints and performing research to resolve account balance disputes. Plays key role in the exemption application processes. This position also works closely with and acts as backup to Senior Billing Account Specialists and Dispatchers, along with other customer service-related positions to ensure service excellence, administrative, billing and accounting priorities and deadlines are met. Performs other related work as assigned or required.

### **Essential Job Functions**

1. Perform all duties associated with residential customer service including customer complaints, payment processing, resolving account disputes, dispatch and routing functions, and scale operations as needed.
2. Assist end users with general software/hardware issues and questions.
3. Must be flexible and able to prioritize work to accomplish deadlines while maintaining high quality results.
4. Prepare various reports, spreadsheets, and/or projects as assigned.
5. Assist with any and all aspects of customer service as needed.
6. Assist with all aspects of Exemption application processing, including but not limited to, assisting walk-in customers with application submissions, mail-out process, and any follow-up necessary to complete applications and update accounts accordingly.
7. Perform leadership duties in the absence of Senior Billing Account Specialist to help ensure drive-thru, front-desk and other work-flow assignments are achieved.
8. Act as backup to other Senior Billing Account Specialist accounting positions as needed.

## **BILLING**

1. Maintain billing and collection documentation in an auditable state.
2. Prepare all documentation necessary to request, debits, credits, and balance adjustments to customer accounts.
3. Review, batch and post submitted credit and debit account adjustments to subledger.
4. Perform research, as needed, to ensure accurate records of property, probate and e-911 addressing.

## **COLLECTIONS**

1. Open, extract, sort, review and batch checks and remittance slips received in house.
2. Post payments received to the proper account and maintain accurate files to the satisfaction of state audit requirements.
3. Prepare the necessary documents/deposits for an accurate paper trail of daily transactions posted.

## **CUSTOMER SERVICE**

1. Handle customer complaints, record the complaint and resolve the issue. If it involves another department forward a copy to the department and track the complaint until it is resolved.
2. Assist customers with determining correct account status, i.e. Full Time, Seasonal, Vacant or Commercial.
3. Assist customers with allowed exemptions, send out applicable letters and applications to qualifying residents.
4. Ability to schedule, confirm and conduct exemption site visits to qualifying residents.
5. Maintain effective working relationship with public and DSWO.



## **OPERATIONS**

1. Work, review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.
2. Assist Senior Billing Account Specialists in accordance with all applicable state and local laws and ordinances.
3. Assist in the day-to-day operations of auditing residential collection routes of the Baldwin County Solid Waste Department.
4. Assist the Environmental and Development Director, Deputy Environmental and Development Director, Collections Supervisor, Accounting Manager, Deputy Solid Waste Officers and Senior Dispatcher – Compliance and Routes to develop routes and research properties found to be not on service.
5. Assist with GIS routing program to keep routes up to date and accurate with information in the residential billing database.

## **MISCELLANEOUS**

1. Provide back-up for scale operations, residential drive-thru, dispatch function, front desk and purchasing functions as necessary.
2. Prepare various accounting and statistical reports for management as requested.

### **Knowledge, Skills, and Abilities**

1. Skills to communicate effectively with office staff, general public, and elected officials.
2. Skills to prepare reports and complete forms.
3. Skills to understand written instructions, manuals, and correspondence.
4. Ability to assign tasks.
5. Ability to operate office machinery such as calculator, computer, copy/fax machine, typewriter, and mail opener/sorter.
6. Ability to operate automated capture equipment and related software.
7. Proficient in accounting operations and bookkeeping procedures.
8. Ability to create and maintain detailed spreadsheets.
9. Ability to perform mail merge function in Word to accomplish bulk mailouts.
10. Knowledge of EnCore Residential computer software.
11. Knowledge of the AS400 System (Revenue) and 911 Addressing database.
12. Proficient knowledge of Word, Excel, and Power Point.

### **Other Characteristics**

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.
3. Ability to work under stress of recurring deadlines.

### **Minimum Qualifications**

1. Valid driver's license and be insurable by the County's insurance standards.

2. Associates degree or equivalent.
3. Three (3) years accounting and customer service experience.
4. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
5. Accounts Receivable and Accounts Payable experience preferred.
6. Experience with computerized accounting systems preferred.
7. Experience in service-oriented field with heavy customer service experience preferred.
8. Bondable by County insurance.
9. Banking experience desirable.