PTC, NCMS, AMRO, PTC Assist, and Neuway Investments

Accounting Specialist

# Position Description

## This position contributes to the mission by processing accounts receivable and payable to ensure efficient accounting processes.

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| ***Supervisor Title:*** | Senior Accounting Team Lead |
| ***Direct Reports:*** | None |
| ***Exemption Status:*** | Non-Exempt |

1. 30% Responsible for **miscellaneous reporting and general duties**. Tasks may include:
* Process account closures for all companies.
* Process approved customer write offs.
* Process new account enrollments, reinstated accounts, and billing updates received in office via mail, fax, and email for all companies.
* Apply customer credits to accounts within software as needed.
* Maintain all auto charge account information on file in software.
* Process company merge updates to customer accounts within software for all companies as needed for coverage.
* Within software generate & provide monthly billing totals to customers that request budget information.
* Use software and local database to contact NCMS operators for updated Purchase Order/Work Order information as needed monthly and annually.
* Review and update as needed all customer Purchase Orders with management for PTC and NCMS.
* Review/Audit Auto and Credit balances on customer accounts as needed for coverage.
* Respond to customer and vendor emails, faxes and phone calls for all companies.
* Process and maintain all Accounts Receivable updates, changes and closures to customer accounts within software for all companies.
* Assist contractors with NCMS website payments and issues received via phone and email.
* Identify and process approved invoice corrections in software and submit to Senior Accounting Team Lead for tracking.
* Issue approved customer credits.
* Issue approved Handling Fee and Out of Network usage invoices in software.
* Under management direction process approved credit references.
* Under management direction process approved ACH payment setups.
* Assist with special projects.
* Cross train on duties as assigned.
* Look for new and improved ways of completing the above functions.
* Follow all policy, procedure, safety and security requirements.
1. 25% Responsible for **Accounts Payable.** Tasks may include:
* Open and process daily department mail received in office as needed.
* Daily invoice verification for collection bills received in office via mail, fax, and e-mail as needed.
* Process all chains received by mail and verify invoice, as needed.
* Identify and determine collection site invoice surcharge amounts on invoices received in office.
* Contact vendors via phone, email and/or fax for additional information to process payments.
* Using software and local databases, research, verify and dispute all invoice issues received. This may include but not limited to: incorrect charges, pricing discrepancies, missing information, duplicate billings, paid charges, etc.
* Enter assigned vendor invoices for payment into software weekly.
* Perform Quality Control on verified invoices for collection fees and breath alcohol tests received in office.
* Sort and prepare collection site invoices for document scanning.
* Scan invoices into document imaging system weekly as needed.
* Identify and process Out of Network testing usage.
* Assist with weekly check printing process for all companies, which may include but is not limited to using folding machine and company postage machine.
* Process correspondence received in the department public folder during scheduled time.
* Review problematic sites with the Senior Accounting Specialist for potential deactivation.
1. 20% Responsible for **processing customer payments**. Tasks may include:
* Process monthly electronic payments made to PTC Assist, AMRO and Neuway Investments based on the bank activity into Sage.
* Manually process approved customer payments received in office using the Remote Deposit Machine for PTC and PTC Assist. This includes scanning all deposit documentation.
* Input customer payments made through lockbox daily into software for all companies.
* Identify and process duplicate check payments and/or overpayments on customer accounts.
* Complete NCMS daily bank deposits and submit to Senior Accounting Team Lead upon completion.
* Process and maintain Click to Pay feature for NCMS Operators.
* Manually process approved NCMS contractor refunds.
* Process and troubleshoot any PTC Online Bill Pay transactions made online into software daily.
* Process and troubleshoot any APS Credit Card issues received in software.
* Manually process (as directed by customers) auto charge and miscellaneous customer charges within software.
* Update and maintain automatic charge customer card information on file.
* Process approved return checks and issued return check fee invoices in software.
* Process ACH payments and credit card deposits from the bank for PTC into software as needed.
1. 15% Process **company billing within software**. Tasks may include:
* Process all PTC billing imports jobs. This includes (but is not limited to) Main, Auto and Annuals. For each import type, this includes, processing within the software, using the department folding machine to insert all billing into envelopes, and using the company mail machine to postage each invoice for mailing.
* Process finance charge invoicing.
* Process AMRO billing and other miscellaneous invoicing using the software and company postage machine for mailing.
* Process monthly NCMS billing received by management in software, submit invoices online (as needed) and use company mail machine or shipping department to send invoices.
* Process annual MIS billing for NCMS: online, in database, and in software.
* Process monthly PTC Assist billing.
* Process intercompany billing. This includes (but not limited to) Monthly Admin Fee invoices to PTC and Monthly Rent invoices from Neuway.
* Process collection surcharge entry into software to be billed.
* Scan collection surcharges per appropriate billing date into the document imaging software.
1. 10% Responsible for **administering past due process.** Tasks may include:
* Use software to send approved past due notices to operators and assist management in tracking.
* Generate monthly NCMS aging in software and email to management for review
* Prepare and send monthly statement run in software for PTC, NCMS and PTC Assist. Fold all paper statements using the folding machine and manually run all through the company postage machine.
* Using software process all monthly past due runs for PTC, NCMS and PTC Assist accounts. This includes (but is not limited to) First, Final and Annual notices.
* Use company folding machine and postage machine to send unresponsive past due accounts notices via mail.
* Handle and respond via phone and/or email to all customer responses for past due accounts.

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| **POSITION REQUIREMENTS:** |
| **Roles:** This position is full time and typical work hours are Monday through Friday 8:00 A.M.-5:00 P.M. Reliable and predictable attendance is an expectation of performance for all employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule. This position requires the ability to perform in a team environment and obtain information from others on a daily basis. Regular participation in short and long-term planning is expected with ongoing willingness, participation, and training in program development including new technologies. Informal training and coaching of others may also occur. Regular and predictable in-person attendance is a requirement to perform essential job functions. Remote access is strictly prohibited due to access to the Company’s shared server where PHI (private health information) is stored. Therefore, the Accounting Specialist position is not deemed as telecommutable. |
| **Impact:** Successful completion of work tasks results in reduced operating costs and company liability. Errors have a high probability of a significant adverse effect on external relationships and may result in a loss of customers. Management decisions may be based off of data prepared by this position.  |
| **Latitude:** Most processes are defined and consistent from day to day. Most duties are self-determined, planned, and arranged by performer. Problem-solving is accomplished by employee independently most of the time. Some decisions are made independently, when not affecting other departments. All purchase requests must be referred to immediate supervisor. |
| **Interaction:** Frequent face-to-face interaction with employees throughout the company. Frequent phone and email interaction with clients. |
| **Education:*** High School diploma or equivalent, required.
* Associate’s Degree in Business, Accounting or related field, required.
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| **Experience:*** Three to five years business, accounting, or related office support experience, preferred.
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| **Skills:*** High level of attention to detail, problem-solving, mathematical, and analytical skills.
* Possess a high degree of flexibility and ability to adapt quickly to changing demands.
* Able to multi-task.
* Ability to deal tactfully with clients and to communicate effectively and clearly with a wide range of people, both orally and in writing.
* Excellent organization and time management skills.
* Maintain high degree of confidentiality.
* Ability to operate office related machinery.
* Ability to access, input, process, and retrieve information from the computer.
* Proficient in Microsoft Office Suite and utilizing the internet.
* Ability to become proficient in all job related computer programs.
* Ability to type with a high degree of accuracy.
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| **Work Environment:** Office environment. Occasional bending, squatting, and twisting. Frequent use of manual dexterity and visualization of a computer screen throughout the day. Frequent data entry and telephone usage. |

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**EMPLOYEE SIGNATURE: DATE:**

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**SUPERVISOR SIGNATURE: DATE:**