



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 7-1-1 or 800-253-0191

AP/AR SPECIALIST TELECOM

POSTING DATE: January 6, 2015

RATE OF PAY: \$20.04/hour

EXEMPT/NON-EXEMPT: Non-Exempt

UNION: Non-Union

DEADLINE TO APPLY: January 20, 2015

POSITION STATUS: Limited Service Full Time

CLASSIFICATION GRADE: BT Range 3

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for the daily administration of vendor invoices and disbursements, cash receipts, delinquent customer accounts, customer disconnects and reconnects, customer payment agreements, and general business office functions. Preparation of month end entries for expense accruals and reconciliation of subsidiary ledger to general ledger are required.

ESSENTIAL FUNCTIONS:

- Assist in the preparation and maintenance of the processes and procedure manual for the handling of accounts payable, cash receipts, delinquent customer accounts processing, customer disconnects and reconnects, and referrals of delinquent accounts to collection agent.
- Receive, enter, track and reconcile all cash receipts and prepare monthly reports.
- Prepare, track and reconcile all Telecom accounts payables.
- Prepare weekly accounts payable vouchers.
- Prepare, mail, record, track, and reconcile monthly invoices for customers.
- Receive and maintain record of incoming telephone calls; direct calls to appropriate personnel or department.
- Order, receive, and maintain all office supplies and equipment within the approved budget.
- Provides administrative/clerical support including but not limited to mail distribution, preparation of correspondence materials, filing, and maintenance of credit card, office keys, and petty cash.
- Receive and document payments for BT services and products.
- Manage delinquent customer accounts and prepare and issue customer disconnect notices.
- Order customer disconnects and reconnects.
- Manage, reconcile, and control delinquent customer accounts sent to third party collection agent.
- Receive, compile, and enter data necessary for reimbursement requests.
- Resolve any payment issues/discrepancies with customers.
- Administer all building services including parking, electric, water, gas, air conditioning, elevator maintenance, cleaning, office equipment repair, et al.
- Coordinate travel arrangements for Telecom personnel.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- Associates Degree in Accounting or related field or have 4 years equivalent work experience.
- Ability to operate a variety of Microsoft Office software programs including but not limited to Word, Excel, and Access required.
- Ability to operate fax machines, copiers, printers, and postage machines.
- Ability to interact with co-workers and members of the public in a professional and courteous manner required.
- Ability to multi-task in a fast paced office environment required.
- Ability to handle large quantities of information and keep information organized and accessible; excellent organizational skills required.
- Ability to communicate effectively both orally and in writing required.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.
- Knowledge of telephony, cable television, and internet industry practices.
- Ability to work nights, weekends and holidays if required.
- Ability to maintain confidential information.

To Apply: Submit resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR .

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.