

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: ACCTASTE

Civil Service Class and Level: ACCOUNTING ASSISTANT-E

Working Title (What the agency calls the position): Accounting Assistant

Name and Position Code Description of Direct Supervisor: ACCOUNTANT MANAGER-4

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Bureau of Financial Services

Division: Revenue Division

Section: Revenue Management Section

Unit:

Work Location (City and Address)/Hours of Work: 430 W. Allegan Street, Lansing, MI / 8:00 a.m. – 5:00 p.m. Hybrid

General Summary of Function/Purpose of Position: This position serves as an accounting assistant in the Accounts Receivable Unit and is responsible for providing account information to internal and external customers, processing the accounts receivable tasks in CARS and delivering customer service. This is one of three accounting assistants responsible for carrying out these duties.

Assigned duties and tasks for each duty.

Duty 1: Responsible for processing accounts receivable activities in CARS

- Process Remittance Processor Invoice Payment Error Cases
- Process returned payments, both returned checks and returned electronic payments in CARS.
- Review and process bankruptcies received into the unit.
- Evaluate and determine if accounts should be referred to collections after 90 days of nonpayment and processes the referral.
- Evaluate and determine if accounts should be referred to Treasury after 180 days of nonpayment and processes the referral.
- Prepare reports for accounts that have reached write-off or refer-to-Treasury status.
- Maintain adequate notes on customer accounts to communicate appropriate information to other staff.
- Receives, sorts, and opens all mail that will be processed by the Accounts Receivable Unit.
- Compile data for reports and correspondence.
- Compile financial data needed for year-end closing, as requested by accountants and management personnel.
- Prepare and revise written procedures for daily and monthly duties.
- Recommend policy, procedural and legislative changes relating to accounts receivable.
- Keep knowledgeable of Department guidelines, statutes, policies and procedures.

Duty 2: Deliver customer service for the Accounts Receivable Unit.

- Meet and exceed external and internal customers' expectations for service, quality, courtesy, responsiveness, accessibility, and cost effectiveness in a pleasant manner.
- Answer the Accounts Receivable phone line and assist customers with questions on outstanding debt.
- Reviews accounts in CARS to determine transactions processed and payments applied and returned.
- Notifies customers of account status; repayment options; penalties for nonpayment; and the stages of the accounts receivable process.
- Respond to customers via email or written correspondence.
- Answer questions by Eaton County Prosecutor or Treasury on referred debt.
- Refers calls to management when requested by customer.

Duty 3: Other duties as assigned by supervisor.

- Research accounts receivable transactions as assigned by manager.
- Serves as a backup for other employees in the unit as needed.
- Maintains electronic and paper files as requested by management.
- Properly prepares files to be sent to the record center as needed.

Types of decisions made independently and whom or what those decisions affect: Researching, identifying and correcting accounts receivable debt in CARS.

Determining proper posting of accounts receivable transactions.

Determining proper answers to customer questions and inquiries.

Incorrect decisions affect the customer and other departmental units.

Types of decisions that require the supervisor's review: The supervisor needs to review when the analysis of a debt cannot be determined or when a customer requests to speak to a manager.

Physical effort used to perform this job and environmental conditions of this position: This position requires extensive use of a personal computer and other electronic/automated equipment, manually filing of documents and moving file boxes, repetitive movement, answering the telephone, and sitting for extended periods of time. It also involves meeting deadlines and requires handling irate customers on the telephone.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: This position serves as an accounting assistant in the Revenue Management Section and is responsible for providing account information to internal and external customers, processing the accounts receivable tasks in CARS and delivering customer service. This is one of three accounting assistants responsible for carrying out these duties.

The function of the position's work area and how it fits into that function: The Revenue Management Section is responsible for establishing and maintaining the budgetary and internal control structures that allow for the timely and accurate presentation of the Department of State's financial statements, schedules, and legislative reports. This includes all aspects of the fiscal year-end closing process. The division develops and monitors the department's budget and accounts for all expenditure-related transactions including payments. In addition, the division accounts for and distributes over \$3 billion dollars annually in revenue and processes associated revenue refunds.

This position serves as an accounting assistant and is responsible for providing account information to internal and external customers, processing accounts receivable transactions in CARS, and delivering customer service. This is one of three accounting assistants responsible for carrying out these duties.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Accounting Assistant 5

No specific type or amount is required.

Accounting Assistant 6

One year of administrative support experience.

Accounting Assistant E7

Two years of administrative support experience, including one year equivalent to an Accounting Assistant 6, involving posting financial data to ledgers, preparing invoices, billings and/or vouchers, reviewing and coding financial information, and maintaining account balances.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of accounting and bookkeeping terminology and practices.

Knowledge of the automated accounting system used in the work area.

Knowledge of spreadsheets and databases software.

Knowledge of techniques used in locating errors

Knowledge of general record keeping and filing.

Ability to interpret and apply the instructions and guidelines of the work area.

Ability to make decisions and take necessary action.

Ability to add, subtract, multiply and divide figures.

Ability to compare data from various sources for accuracy and completeness.

Ability to work under stressful conditions to meet deadlines.

Ability to communicate effectively with others.

Ability to reconcile financial transactions and accounts.

Ability to operate a personal computer and a calculator.

CERTIFICATES, LICENSES, REGISTRATIONS:

None