

Job Description: Accounts Receivable/Billing Specialist  
Department: Sales & Reservations  
Reports to: Sales Director  
FLSA Status: Non-Exempt



**Position Summary:** Accounts Receivable/Billing Specialist is responsible for managing all event invoicing, deposit and contract schedules and accounts receivables for group sales. This position works directly with the Sales and Reservation staff and submits weekly financial reports to the CFO and Sales staff. This position makes sure bills are accurate with timely delivery to guests to ensure payment per contract terms. This challenging and fast paced position requires an individual who is a team player with strong inter-personal and organizational skills, effective attention to detail skills, the ability to problem solve, juggle multiple projects and adjust work accordingly to adapt to tight deadlines. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our employees and guests maintaining a professional and friendly demeanor in accordance with established policies and regulations, while maintaining a very high degree of confidentiality.

#### **Principal Duties and Responsibilities**

- Enter invoices into the property management system
- Ensure billing accuracy and conduct bill reviews with the clients prior to processing the final bill
- Compile information from multiple systems to complete invoices.
- Review invoices with guests/groups at the end of their events
- Monitor property management system Accounts Receivables Aging and Payment Schedule reports
- Weekly reconciliations of Accounts Receivables Aging to the general ledger
- Reconcile group folios in the property management system
- Track and collect rooming and catering deposits
- Process all group payments
- Weekly reconciliation of the merchant services accounts
- Manage group and guests refunds and charge backs
- Support the Sales staff to assist in duties as determined by the Sales & Marketing Director, secondary to above stated primary duties
- Attend and participate in staff meetings as required
- Perform other duties, responsibilities, and special projects as assigned by Sales & Marketing Director and/or Chief Financial Officer.

#### **Minimum Qualifications**

- A high school diploma or GED equivalent
- Two years of experience managing customer accounts and accounts receivables.
- Five years of demonstrable PC and data entry experience, including advanced knowledge of the Microsoft Office suite
- Two years of experience in an administrative position.
- Valid Washington State Driver's License and insurability on FWPDA's auto liability policy
- Hotel or conference center experience preferred.

**Knowledge, Skills, and Abilities**

- Organize with the ability to prioritize work and exercise independent judgment, wisdom, and common sense
- Use initiative, discretion and judgment within established procedures guidelines and rules
- Attention to detail and ability to maintain a high level of accuracy in preparing and entering large volume of transactions into the QuickBooks accounting system and filing information in the paper and electronic files
- Reading and understanding documentation
- Effective writing, verbal and listening communication skills
- Demonstrated time management skills
- High financial acumen
- Customer service focused
- Working well in a team environment, establishing and maintaining effective working relationships with those contacted in the course of work, including PDA staff and Board, community groups, and the general public; and applying safe work practices.
- Willing and able to work evenings and weekends if needed

**Key Competencies**

Key competencies include active listening and strong written and oral communication, aptitude for numbers and systems design, organizing data and information, information collection and monitoring, attention to detail, strong written and verbal communication skills, integrity, reliability and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

**EEO Statement**

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the Fort WordenPDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

***Fort Worden Public Development Authority** is a Charter of the City of Port Townsend acting as a public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families and groups who seek enrichment and discovery through life-long learning.*

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

\_\_\_\_\_  
Employee (Print Name)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Accounts Receivable/Billing Specialist

### PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present, but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					x
Walking		x			
Standing		x			
Running	x				
Bending or twisting			x		
Squatting or kneeling		x			
Reaching above shoulder level		x			
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping		x			

	NA	NE	O	F	C
Lifting/carrying 10-25 pounds			x		
Lifting/carrying 26-50 pounds			x		
Lifting/carrying more than 50 pounds	x				
Pushing/Pulling	x				
Using Foot Controls	x				
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes	x				
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)					x
Distinguishing colors					x
Hearing conversations or sounds	x				

	NA	NE	O	F	C
Hearing via radio or telephone	X				
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell	X				
Distinguishing tastes	X				
Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people		X			
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

<p><b>Are there any other physical or mental requirements of this position not addressed above?</b></p>
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I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

\_\_\_\_\_

**Employee Signature**

\_\_\_\_\_

**Date**