

**POSITION TITLE: Director of Membership Accounting**

**REPORTS TO:** VP of Finance and Accounting

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**OBJECTIVES**

- To provide/promote effective customer service on a day-to-day basis. To provide efficient, accurate, courteous, professional and empathetic service that will increase satisfaction and promote good will between the Cooperative and its members.
- To administer, coordinate, and supervise the billing, capital credit and accounts resolution functions and personnel.
- To provide a prompt and accurate accounting system that will ensure the maintenance of accurate and reliable member accounting records.

**RESPONSIBILITIES AND DUTIES**

Below is a list of typical duties for which the Director of Membership Accounting will be accountable/responsible. This list is not intended to include all responsibilities of this position but an outline of tasks indicative of the overall function of this job.

Responsibilities/duties of the Director of Membership Accounting include, but not limited to:

- Oversee and assist the general activities of and maintain favorable communication with direct report employee(s) to ensure work is performed efficiently and in a timely manner. Including, but not limited to:
- Review, post and maintain all processes and reports involved with Daily Billing. Including, but not limited to:
  - Prebilling reports
  - Discover reports
  - Late fee and delinquent processes
  - Send bill file electronically to bill print vendor
  - Review and approve bills processed
- Review and post adjustments for meter changes
- Maintain Cooperative records; including, but not limited to:

South River Electric Membership Corporation-Job Descriptions  
Finance and Accounting

- Return Checks
- Bill adjustments
- Final bills
- Drafts
- Budgets
- Deposit/Credit refunds
- Maintain and review sales tax exempt accounts, all 3-phase accounts, and bankruptcy accounts
- Prepare, process and review daily and monthly revenue reports for GL and AP. Including, but no limited to:
  - Charge code detail
  - Sales Tax reports
  - Inside City report
  - Bad Debt report
  - Deposit report
  - Monthly Board of Directors report
- Calculate, implement and update charges/billing adjustments on accounts as needed.
- Manage and maintain the yearly/monthly billing calendar
- Provide training, review and approve timesheets and complete annual employee evaluations for direct reports
- Complete annual personal goals and departmental goals assigned by management
- Have knowledge of operating software and the ability to help solve issues that may arise and the ability to process reports from these programs in order to solve issues with the software or member issues
- Remain knowledgeable of South River Electric Membership Corporation's rate schedule, by-laws, service rules and regulations and line extension policy
- Support departmental operations and contribute to improved cost, quality, productivity and/or a competitive position for the cooperative
- Provide quality and accurate information to internal and external stakeholders, auditors and financial consultants as needed
- Keep assigned work area clean, neat and organized at all times
- Report problems and conditions promptly which warrant immediate resolution

South River Electric Membership Corporation-Job Descriptions  
Finance and Accounting

- Attend scheduled meetings and adhere to productivity, schedules, and deadline
- Perform all duties in accordance with applicable safety standards and Cooperative policy manuals, as well as reporting to Supervisor hazardous conditions for the safety of the employees, consumers, and general public
- Provide assistance to other personnel and departments as needed and help maintain good departmental and company morale
- Perform all other related duties as assigned or necessary.

### **RELATIONSHIPS and CONTACTS**

Provides and acquires information and assistance necessary to assure the achievement of goals by the department and the cooperative. Establishes and maintains, including, but not limited to the following contacts and relationships for the purpose of coordination and communication:

- Internal
  - VP of Finance & Accounting
  - Make contacts to satisfactorily carry out the responsibilities of this position.
- External
  - Establish outside contacts to satisfactorily carry out the responsibilities of this position.

### **EDUCATION**

Requires bachelor's degree in business or related field. Related work experience may be considered in lieu of educational requirements if the ability to perform the position's responsibilities is demonstrated.

### **EXPERIENCE**

Five years of progressively responsible utility experience, preferably a cooperative, including problem resolution and customer assistance activities required. Supervisory experience and previous utility billing experience preferred.

### **ABILITIES AND SKILLS**

- Able to maintain complete confidentiality in the performance of duties and responsibilities of the job

South River Electric Membership Corporation-Job Descriptions  
Finance and Accounting

- Ability to supervise the activities of others including organizing and delegating work responsibilities
- Ability to communicate effectively with internal and external stakeholders
- Strong decision-making, problem solving, mathematical, analytical, and critical thinking skills
- Must have considerable skill in effectively dealing with a variety of people under different and sometimes difficult circumstances.
- Must be proficient in Microsoft Office, have advanced computer skills, and should be familiar with other general office equipment
- Must be able to carry out assigned work in a timely manner with minimal supervision

### **QUALITIES AND ATTRIBUTES**

Must be professional, dependable, punctual, courteous, have a positive attitude and be flexible. Must have personal integrity and be a team player. Must be self-motivated with a strong work ethic and an ability to adapt easily to change.

### **PHYSICAL REQUIREMENTS**

- Required to pass a physical examination and drug test when employed.
- Must have the physical ability to perform the essential functions, duties and responsibilities of the job, which include, but are not limited to: seeing, hearing, walking, sitting, and bending, lifting and/or carrying loads averaging 20 pounds.

### **WORK CONDITIONS**

- Normal office conditions.
- Must be available for callouts during emergency situations.
- Must be available for scheduled after hours training.

### **REMARKS**

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. In order to ensure maximum flexibility and efficiency and encourage cross training additional functions and requirements may be assigned by a supervisor/manager as deemed appropriate. This document does not represent a contract of employment, and

South River Electric Membership Corporation-Job Descriptions  
Finance and Accounting

the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revised: May 22, 2013

Revised: May 28, 2015

Reviewed: February 16, 2021(PFA)