

JOB DESCRIPTION

JOB TITLE: STAFF ACCOUNTANT AND ACCOUNTS RECEIVABLE AND
DATABASE COORDINATOR
REPORTS TO: CHIEF OPERATING OFFICER
WAGE CATEGORY: NON-EXEMPT

JOB STATEMENT:

Under the supervision of the COO, this position will have primary responsibility for: generating member billing and posting receipts in the database; interface with members and provide excellent member service for billing inquiries; make soft collection calls for past due invoices in coordination with the Membership Department; entering, maintaining, and updating membership information in the database for member activity (joins, drops, upgrades, downgrades, reinstatements); the creation and modification of database reports for use by the Finance Department.

ESSENTIAL JOB FUNCTIONS/OBJECTIVES:

- Enters membership data into database
- Processes data and billing changes as directed
- Handles phone calls and emails from members regarding payments and billing
- Properly applies daily revenue received from members
- Prepares all monthly member invoices for mailing and emailing
- Produce various invoices requested by other departments throughout the month in a timely and accurate manner
- Provides customer service to members and staff regarding member accounts
- Soft collections, payment reminder calls
- Research and validation of contact information for pre-marketing campaigns for the target prospects
- Train staff on proper use of the database and send release updates
- Evaluates database performance, audits for errors, justifies improvement and suggests policies related to maintaining best practices in data entry and general data integrity
- Other duties as assigned

JOB SPECIFICATIONS

- Proficient in Excel, Word, and database experience
- Accounting background
- Basic knowledge of Crystal Reports, SQL, HTML, and various other Web developments
- Database certification, helpful
- Quick learner, detail oriented, with ability to multi-task
- Strong verbal and written communication skills
- Strong problem solving skills
- Must be willing to work in a team environment, and crossover between departments
- Ability to work under pressure, meet specific deadlines in a fast-paced environment