



MAINE TURNPIKE AUTHORITY Job Description

Job Title: Business Accounts Processor
Department: Accounts & Control
Reports To: ETC Coordinator
FLSA Status: Non-Exempt

Summary

This position is responsible for all aspects of the daily processing of the Business Accounts. This includes but is not limited to, account creation, plan setup for Prepaid and Post-paid plans, account maintenance, monthly billing, follow up billing, account detail processing, posting of payment receipts, and receivable aging analysis. The position will assist in the review of insurance bonds to assure collection of charge accounts and will be one of the direct patron contacts.

The electronic toll collection system requires this position to learn how to set up accounts on the system, request transponders, and maintain adequate transponder inventories based on commercial VRCs. This position will reconcile daily credit card postings and will complete patron follow-up for declined charges. The position may also work on various financial projects as assigned.

Essential Duties and Responsibilities

The duties listed cover the principle duties of the position and are not all-inclusive.

- Creates monthly invoices, detailed charge listings, and statements for all charge accounts.
- Posts daily cash receipts to the accounts and proves postings back to cash receipts journal.
- Reviews insurance bonds to insure the bonds are adequate to cover receivable balances.
- Reconciles daily credit card postings and completes patron follow for declined charges.
- Sets up and maintains patron accounts.
- Responds to questions & requests from patrons in a professional manner.
- Creates and audits payment batches. This includes check batches, cash receipts, phone payments by credit card, and internet payments.
- Will interact, on a daily basis, with patrons, MTA Staff, and MTA Management.
- Other duties may be assigned.

Required Knowledge, Skills and Abilities

Ability to develop a strong working knowledge of the policies and procedures of the Maine Turnpike Authority E-ZPass Program, specifically Business Accounts and their data systems interface.

Strong interpersonal and communicative skills in order to establish and maintain collaborative working relationships.

Ability to write routine reports and correspondence, and to effectively present information and respond to questions from groups of managers, patrons, and the general public.

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to read, analyze and interpret general business guidelines, technical procedures, or governmental regulations.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Intermediate computer skills, including familiarity with Microsoft Office Suite.

Ability to apply basic mathematical and algebraic concepts such as whole numbers and integers, and to apply mathematical operations to customer service tasks.

Education and/or Experience

Associates' degree (A.S.) from a two or four year college or university; accompanied by two to five years related Accounting Experience and/or training; or equivalent combination of education and experience. Recent experience with Accounts Receivable Processing is highly desirable. Toll Entity Billing Experience preferred.

Physical Demands

While performing the duties of this job, the employee is required to sit for prolonged periods of time. Given the scope and nature of the position, the incumbent must possess strong listening abilities and very good communication skills. The employee is occasionally required to stand; walk; and frequently use hands to operate the keyboard of a personal computer and other office equipment. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision given the quantitative analytical requirements of the position, and the ability to adjust focus quickly with changing computer screens and cursors.

Pay Range

Range 12, Headquarters Unit

Working Hours

Typical hours are Monday through Friday, with shifts starting in half-hour increments between 7:30 and 8:30 am through 4:00 to 5:00 pm, though this position is subject to working some non-routine hours. Employee must be available to come in early or work late on occasion.

Work Environment

The working conditions are primarily those of a professional office environment. However, while performing the duties of this job, the employee may be infrequently asked to travel and may be then exposed to minor wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, and outside weather conditions. The noise level in the office work environment is usually very quiet with greater exposure to noise when occasionally traveling and meeting at turnpike sites.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.