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**JOB DESCRIPTION: SENIOR ACCOUNTS RECEIVABLE TECHNICIAN**

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<b>DEPARTMENT:</b>	Financial Services	<b>REPORTS TO:</b>	Accounting Manager
<b>JOB CLASS:</b>	Senior Technician	<b>PAY GRADE:</b>	16
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	07/31/2012

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Senior Accounts Receivable Technician coordinates the Accounts Receivable Operations for Florida Virtual School, using critical thinking skills to operate beyond the established parameters, with little direct supervision. The Senior Technician ensures process improvement recommendations and implementation and partnering with external departments to properly process invoices and payments, maintains customer files, and reconciliation of financial systems. The Senior Technician processes properly authorized financial transactions of Florida Virtual School in a timely manner. The Senior Technician also guides work activities of a relative staff to support the daily activities and operations.

**ESSENTIAL POSITION FUNCTIONS:**

- Prepare invoices to clients for Global Services, Franchises and other functions of the school based data provided by other departments
- Evaluate and resolve invoice issues and concerns
- Liaise with clients on invoices, funds owed, and account issues
- Reconcile the invoices and payments to the general ledger and to the bank
- Complete month end balancing and reconciliation of 6 bank accounts
- Assist the Accounting Manager with monthly journal entries
- Create, monitor, and cancel accounts for online credit card payments for all departments within the organization
- Post invoices and payments to systems that track accounts receivable
- Perform collections functions including re-billing, making phone calls to customers and working with sales staff
- Monitor the aging of Accounts Receivable including calculating the average days outstanding
- Maintain demographic information on customers and ensures the accuracy of that data
- Liaise with external auditors to provide needed information
- Track, monitor, and report on critical data relevant to receipt of funds
- Assist in research, testing, and evaluation of financial systems
- Manage filing system for audit records
- Responsible for accurately entering, reviewing and/or modifying data using various software programs
- Provide general leadership, guidance, and support to relative team members in order to collaborate, give feedback, develop plans, and reach team and individual goals
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

***Education/Licensure/Certification:***

- Associate's Degree; or equivalent combination of education and relevant experience

***Experience:***

- Two years' accounting experience

***Knowledge, abilities and skills:***

- Ability to work with and through people to establish goals, objectives, and action plans
- Demonstrable financial skills
- High level of customer service skills
- Knowledge and understanding of accounting and financial processes and procedures
- Ability to compile, review, categorize, prioritize, analyze and interpret data and/or information
- Ability to exercise independent judgment to adopt or modify methods and standards to meet assigned duties/objectives
- Ability to provide guidance, assistance, and/or interpretation to others on how to apply procedures and standards to specific situations
- Ability to work effectively with little or no supervision
- Strong interpersonal and organizational skills

**CORE COMPETENCIES FOR SUCCESS:**

<p><b>COMMUNICATION SKILLS</b></p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p><b>CUSTOMER FOCUS</b></p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p><b>INTERPERSONAL SKILLS</b></p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p><b>FUNCTIONAL /TECHNICAL EXPERTISE</b></p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

**INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

<b>PEER RELATIONSHIPS</b> <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	<b>CREATIVITY</b> <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
<b>SELF KNOWLEDGE</b> <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	<b>PLANNING</b> <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
<b>ORGANIZING</b> <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	<b>PROBLEM SOLVING</b> <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
<b>DRIVE FOR RESULTS</b> <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*