



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	QHA-4200-028	<b>Last Revised:</b>	09/08/2014
<b>Position Title:</b>	Collections Processor	<b>Department:</b>	Qualla Housing Authority
<b>Reports to:</b>	Finance Manager	<b>Division:</b>	Housing

**Primary Function:** Performs a variety of administrative and technical functions to ensure collection of program and customer funds for Qualla Housing Authority. Ensure the accurate and timely collection, processing, and posting of revenue and cash receipts. Works in accordance with established policies, processes, and the Accounting Management Standards of the Qualla Housing Authority. Responsible for the work of the collections area of the Finance Department, adhering to policies and processes, including receipt, posting, and the deposit of funds.

- Job Duties:**
- Ensures accurate and timely collection, posting, and deposits of revenue due to the Housing Authority, including the development of daily deposit reports and adherence to internal controls for timely transactions for all revenue processors.
  - Develops and prepares reports and supporting documentation to be used on a daily basis, reporting any variances to the Finance Specialist to ensure timely and accurate resolution.
  - Responsible for Data Entry into the Financial Accounting Software for cash receipts and other revenue transactions.
  - Secures cash, data, and other sensitive items in accordance with established policy and procedure; recommends changes to policy or procedure in accordance with best practices.
  - Ensures the collections area is neat and orderly, especially those areas utilized by the public.
  - Ensures the collections area maintains accurate and detailed information, logs, files and reports of all transactions made in accordance with Housing policy and procedure, State and Federal law, rules and regulations as directed by the Finance Manager.
  - Reviews reports from the Financial Accounting Software ensuring accuracy and completeness.
  - Ensures any errors, omissions or issues that may arise with Housing Programs, employees, enrolled members, or authorized vendors are handled appropriately and timely.
  - Provides the highest levels of professional service to employees, enrolled members, and authorized vendors in providing assistance and answering related questions or resolving issues.
  - Performs duties as assigned by the Finance Manager.
  - Maintains all files, records, reports and logs as required.
  - Performs all duties in accordance with Housing policies and guidelines.
  - Schedule appointments for all Occupancy Specialists and the Housing Inspector.
  - Assist customers with application for housing and service requests.

**Education  
/Experience:**

A high school diploma or equivalent is required. An Associate's Degree is preferred. Minimum of two years of experience in collections or cash receipting in a high volume environment is required. Three to six months would be necessary to become proficient in most aspects of the position.

**Job Knowledge:**

Incumbent must have a thorough knowledge of policies, procedures, guidelines, and best practices in revenue functions, especially as applicable and required by the Qualla Housing Authority. Incumbent must be able to operate specific Financial Software, a computer, calculator and related office equipment. Incumbent must be able to read, perform research, interpret reports and financial data related to revenue, and other specific revenue related functions. Incumbent must possess strong organizational skills with the ability to prepare and maintain detailed files, records, logs and reports. Must be able to communicate effectively, both orally and in writing. Must be able to work individually and as part of a team. Must possess a valid North Carolina Driver's License.

**Complexity of  
Duties:**

Incumbent must have a demonstrated ability to plan, prioritize, and perform the day-to-day responsibilities of the duties assigned. Incumbent shall maintain professional conduct and demeanor at all times when interacting with employees, enrolled members, and authorized vendors. The ability to effectively communicate and report on progress is critical to this position. Incumbent must demonstrate the ability to take ownership of responsibilities, work on a variety of tasks simultaneously, and consistently meet deadlines. Incumbent must demonstrate proficiency in learning and utilizing to the fullest potential any and all software, controls, policies or guidelines related to the revenue functions.

**Contact with  
Others:**

This position requires effective and professional communication via phone and close contact with employees and management at all levels, and especially with enrolled members, business owners, other citizens and authorized vendors at all times.

**Confidential Data:**

This position will have access to confidential data and information, including the financial information of the Qualla Housing Authority and personal information of employees, enrolled members, and authorized vendors. All information must be kept in the strictest of confidence. The unauthorized release of internal data would not permit the Collections Processor to perform their duties effectively.

**Mental /Visual  
/Physical Effort:**

Close concentration and attention to detail are required in this position for sustained periods of time. This position will be subject to frequent interruptions requiring varying degrees of response. This position must be able to perform all functions accurately and timely to meet both internal and external deadlines. Duties will require frequent standing, walking, lifting, sitting, kneeling, reaching, speaking, seeing and hearing. Must be able to lift light packages up to 10 pounds.

**Environment:**

The work of the Collections Processor is in a high volume business environment subject to frequent interruptions and frequent interactions with staff and visitors.

**Responsibility for Accuracy:**

This position deals with exact and precise figures/data. Most errors should be detected within the accounting systems and review procedures. Undetected errors could range from minor to significant in impact. Errors could cause internal and external delays having unintended consequences for employees, enrolled members, and authorized vendors; therefore accuracy is an essential function of the revenue section.

**Supervision Received:**

The Collections Processor is under the general direction of the Finance Manager. Works closely with revenue and billing staff, referring to the Finance Specialist for questionable variations. Must exercise sound judgment in the completion of day-to-day work.