JOB DESCRIPTION

JOB TITLE: Manager of Accounting and Member Services

COMPANY:Missoula Electric Cooperative LOCATION: Missoula, MT

DEPARTMENT:Accounting & Member Service SUPERVISOR: Assistant GM & CRO

**EXEMPT (Y/N):** Yes DATE:October 2024

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SUMMARY:

Directs the planning, coordination, and control of the accounting functions to ensure that the Cooperative financial records are kept in conformity with generally accepted accounting principles and RUS requirements. Provides guidance and direction to ensure processes are in place to provide excellent member service and accuracy of account and billing information. Performs all work in a dependable, confidential, and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performs other duties as assigned by management applying the same skill and enthusiasm as with regularly assigned responsibilities. All duties are to be performed as instructed in training and following written procedures or policies if applicable unless unusual circumstances dictate otherwise.

Accounting Duties:

* Coordinate the annual audit by the Cooperative’s independent auditing firm, review the completed audit report, and confer with the auditors to determine areas requiring corrective action, and implement such action.
* Develop the Cooperative's budget and work plan for approval by the Assistant General Manager, monitor expenditures, and recommend changes for corrective action.
* Initiate the internal auditing program to provide effective control and safeguarding of Cooperative assets by reviewing current systems and policies, recommend changes when necessary, and implement changes as directed.
* Prepare financial, statistical, and other management reports in a timely manner and present them to the Assistant General Manager.
* Develop general accounting and member accounting procedures and implement changes as directed.
* Supervise daily activities of Cooperative Accounting and Financial Services personnel.
* Direct the maintenance and administration of the Cooperative's electronic data processing and management information systems.
* Manage investments and cash flow needs of the Cooperative and coordinate short-term needs with long-term objectives.
* Ensure compliance with all federal, state, and county tax laws and preparation of tax statements required of the Cooperative. Assists management team in establishing and monitoring annual system goals of performance, productivity, and profitability and assists in the review and assessment of Cooperative policies, procedures, and financial performance.
* Provide oversight and direction for record retention and destruction process.
* Review and approve journal entries, accounts payable invoices, payroll processing, cash disbursements, purchase orders, and bank reconciliations.
* Keep personnel under his/her supervision informed of changes in policies and procedures and of appropriate information obtained at Cooperative meetings.
* Oversee all financial management, compliance, and reporting for grant funds, ensuring accurate allocation and adherence to regulations and specific program requirements.

Member Service Duties:

* + Formulate the direction and strategy of the Member Service Department.
	+ Supervise Member Service personnel including assisting in the recruitment, scheduling, training, performance assessment, and/or other requests and needs, as necessary.
	+ Oversee the accuracy of member records, billing information, cash posting, and rate schedules. Ensure the timely preparation and mailing of billing statements and other member information. Responsible for administrative functions and setup/maintenance of the member database.
	+ Responsible for the delinquent member processes. Ensure that the appropriate collection procedures are being followed and in the appropriate timeframe. Review and determine approval of members disconnected for non-payment or other course of action in accordance with the Cooperative’s established policies and in the most efficient and cost-effective manner.
	+ Review and approve billing adjustments made by Member Service Representatives within the limitations set forth in Procedure 505b.
	+ Responsible for the accuracy and processes of the Month End and Year End CIS database and provide reports to the appropriate personnel.
	+ Respond to members’ questions regarding account information, requests for service, or any issues or informational needs they may have. Oversee On-Call for billing and collection questions.
* Assist in the proposal, development, and implementation of approved policies and procedures within the Member Service Department.
* Read, understand, and follow all applicable safety rules, regulations, policies, and procedures.

**SUPERVISION:**

Directly supervises the Accounting and Member Services Department and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Review the daily operations of the Accounting personnel to ensure quality and quantity of production. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**SUPERVISION RECEIVED:**

The employee uses initiative and judgment to determine how to proceed with assignments. Various methods and procedures are available, and the employee determines those best suited to each task. The employee is expected to plan the sequence of steps and use judgment to solve problems, occasionally adapting methods, and techniques to fit unusual circumstances. The supervisor may review the work for soundness of approach or may occasionally spot-check for accuracy, but the details of the work are normally assumed to be accurate. The supervisor provides direction on policy issues.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION &/OR EXPERIENCE:

Bachelor’s degree in business administration with an emphasis in accounting or related field. Additional courses in advanced or managerial accounting would be beneficial and at least five years of experience in public utility accounting or public accounting, or the equivalent combination of education and experience. Supervisory experience is required.

CERTIFICATES, LICENSES, & REGISTRATIONS:

* Certified Public Accountant (CPA) preferred.

OTHER SKILLS & ABILITIES:

* Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, members, and the general public.
* Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
* Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Considerable knowledge of accounting principles and practices, budgeting methods, insurance, taxes, banking, and other financial matters. Working knowledge of all office procedures, equipment, administrative functions, and general management.
* Proficient with Microsoft Office software, including Excel, Word, and Outlook. Ability to proficiently manage a multi-application accounting and client database system, produce reports, and analyze data. Considerable knowledge of general office procedures and use of office equipment.
* Knowledge of data processing, information systems, and internal accounting controls.
* Ability to supervise others effectively.
* Excellent interpersonal communication skills and the ability to deal with people in a professional and courteous manner, even in conflict situations.
* Ability to organize work to meet deadlines.
* Ability to work independently under pressure.
* Ability to maintain a cooperative and helpful attitude toward fellow employees.
* Ability to promote a safe, positive, and caring work environment.
* Ability to accept suggestions from your supervisor and co-workers to improve performance.
* Ability to accept and adapt to change; and to perform as a productive team member.

WORKING CONDITIONS/PHYSICAL ACTIVITIES:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be considered to enable individuals with disabilities to perform essential functions.

* Lifting and carrying up to 10 to 25 pounds frequently is required.
* Reaching and lifting overhead is occasionally required.
* Job requires occasional pushing and pulling and reaching frequently.
* May spend long periods sitting and working at a desk and in front of a computer monitor.
* Some exposure to odors, gases, dust, and dirt may occur.
* The noise level in the work environment is consistent with that of an office setting.
* Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

RATE OF PAY:

* Rate of pay to be established by the General Manager.
* This position is an exempt, salaried position under the Wage and Hour Law and overtime compensation will not be paid.

Employee must possess and maintain the mental and physical competencies necessary to perform the duties of the position. This position description is not intended to be all-inclusive. The responsibilities and duties specified in this job description are intended to generally reflect the nature of the position. The responsibilities, duties, tasks, and reporting relationships may change from time to time either temporarily or ongoing based on the needs of the employer. Such changes may be made by the employer in oral or written form.

*I have read and accepted the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that Missoula Electric Cooperative reserves the right to revise or change this job description as the need arises.* My signature confirms that I have received a copy and have a clear understanding of the expectations of this position.

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Printed Name Date

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Manager of Accounting and Member Services Manager/Supervisor Signature