



**JOB TITLE:** Accounts Receivable Specialist  
**FLSA STATUS:** Full-time; Non-Exempt  
**DATE:** December 2023  
**REPORTS TO:** Accountant  
**GRADE:** 10

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### **ORGANIZATIONAL MISSION**

To enhance the quality of life for our citizens now and for future generations by building community endowments, meeting needs through grantmaking, providing leadership, and promoting collaboration on community issues.

### **PRIMARY PURPOSE OF JOB**

The Accounts Receivable Specialist (ARS) provides support for a variety of financial and accounting duties related to the maintenance and review of the Foundation's financial, accounting, database and record management systems. The Accounts Receivable Specialist will primarily work with the Foundation's receivable processes including payment-related transactions.

### **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS**

The Accounts Receivable Specialist has the following responsibilities:

#### *Standard gifts process:*

- Processes daily mail batches, including making copies of incoming gifts for record-keeping purposes.
- Validates data from incoming gifts (i.e., name, address, phone numbers) to ensure gift acknowledgement accuracy.
- Responsible for profile management including duplicate profile maintenance and merges.
- Creates gift acknowledgement letters and obtains gift letter signatures from appropriate parties.
- Primary liaison when donors drop off checks or cash in person at Foundation's office.
- Supports donors in maintaining recurring credit card and e-check gift processing.
- Responds to questions from donors and other constituents, researches gifts with missing information, responds to internal gift inquiries, corrections, and/or reprinting and mailing acknowledgement letters.

#### *Stock gifts and non-cash gifts:*

- Actively reviews stock receiving account to validate incoming gifts and updates stock worksheet
- Partners with brokerage firm to accept gifts of securities (primarily stocks and bonds), ensuring the firm facilitates securities sale within three business days.
- Initiates transfers of net proceeds from gifts of securities into deposit account.

- Processes other types of non-cash gifts such as life insurances, closely held stock, real estate, land, cryptocurrency, livestock, and others.
- Assists with preparation of IRS Form 8283 and IRS Form 8282. Obtains approval from Accountant prior to final signatures from Chief Financial Officer.

*Payment process:*

- Processes daily mail batches, including making copies of incoming payments for record-keeping purposes.
- Assists with preparation of invoices for services rendered.
- Enforces appropriate collection procedures and obtains approval from Accountant.
- Partners with appropriate parties to clarify grant and scholarship refunds.
- Works closely with event planner(s) to ensure system settings were set up prior to receiving event funds.

*Record-management process:*

- Scans gifts, payments, and any other supporting documentation into record management system.
- Validates gifts and payments were scanned into the system via monthly reconciliation.
- Assists staff with [appex@cfozarks.org](mailto:appex@cfozarks.org) email management to obtain supporting documentation and troubleshoot questions and record updates.
- Communicates software or technical issues to Systems Coordinator.

*Bank and merchant process:*

- Makes deposits using the Foundation's preferred bank deposit machine.
- Reviews bank accounts for receivable transactions including incoming ACH and Wires.
- Creates deposit slips and processes cash transactions via dual controls according to internal controls, including occasional cash deposits at the nearest bank branch. Verifies any software updates and trainings are current with remote deposit machine(s).
- Primary Stripe account merchant contact – responsible for sharing any insights with incoming merchant enhancement and processes.
- Validates and enters bank activity for ACH or wires received into database system.

*Reports and statements:*

- Produces daily gifts/payments received report.
- Reconciles monthly gifts to revenue general ledger accounts.
- Assists with fund balance confirmations for outside auditors for agency partners (to be approved by Accountant).
- Generates end-of-calendar year gift statement letters to assist donors with tax preparation.
- Responsible for maintaining gifts, events, and updated payment acknowledgement templates.
- Works closely with other key staff to generate reports related to contributed funds.

*The Accounts Receivable Specialist also has the following responsibilities:*

- Primary representative in phone system hunt group.
- Assists with process improvements and system enhancements.
- Partners with Accountant for revenue clarification from gifts with unknown direction.
- Supports annual audit and 990 preparation.
- Assists with quarterly statement production and mailing.
- Other duties as may be assigned.

## KNOWLEDGE, SKILLS, AND ABILITIES

- Time management
- Organization skills
- Accounting experience
- High level of accuracy
- Maintain high standards of professionalism, ethics and confidentiality
- Proficient with Microsoft Office Suite including Word, Excel, and Outlook; proficiency working with databases.
- Willingness and ability to work flexible hours including occasional nights and weekends as necessary.

## CORE COMPETENCIES

### Organizational Competencies

**Building Trust:** Interacting with others in a way that gives them confidence in one's intentions and those of the organization.

**Constituent Focus:** Ensuring that the constituent perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet constituents' and own organization's needs.

### Department Competencies

**Continuous Improvement:** Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

**Decision Making:** Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

**Engagement Readiness:** Demonstrating a willingness to commit to one's work and to invest one's time, talent, and best efforts in accomplishing organizational goals.

**Managing Work (includes Time Management):** Effectively managing one's time and resources to ensure that work is completed efficiently.

**Quality Orientation:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

## EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in accounting, business, or related field required
- At least two years of prior accounting experience preferred
- General office experience preferred
- Able to handle multiple tasks and remain organized
- Must possess a valid driver's license and have a good driving record.

## PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents/reports and use computer.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with staff, donors, vendors, and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.			X	
<b>Standing/Walking:</b> Must be able to move about the work area.		X		
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X

## WORKING CONDITIONS

The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise. This position is based at the CFO's Springfield office, with occasional remote flexibility.

*The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

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Employee Signature

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Date