

Job Description and Standards of Performance

<u>Position Title:</u> Clerk IV	<u>Affiliation:</u> Affiliated
<i>Specialization: Single Copy</i>	
<u>Department:</u> Circulation Single Copy	<u>Department #:</u> 7221
<u>Date Updated:</u> 4/29/07	<u>Updated by:</u> D. Gallivan
	<u>Job Code #:</u>

Position Purpose/Objective:

Assures accurate coordination and processing of Single Copy corporate finance operations including corporate account billing, reconciliation and delinquent account collection follow-up. Records transactions and communications on appropriate systems, and interfaces with Finance. Runs/creates reports to support managers. Generates correspondences.

All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.

Position Duties	Meets Expectations When:
Monitors and collects Single Copy corporate accounts receivable. CORE	Past due accounts are cleared within established goals. Collection calls are placed and are effective. Account payment arrangements are established when needed and recorded. Third party collection arrangements are made when needed. Collection status is tracked, and communicated with the applicable agency.
Ensures that account statements are accurate. CORE	Accounts balance. Accounts are reconciled monthly. Statements are accurate, processed and mailed per established deadlines.
Produces and distributes various reports as scheduled. CORE	Reports are accurate and timely. Reports are distributed to various users in a timely manner.
Uses available technology to support efforts as needed. SUPPORTING	Possesses adequate knowledge of all pertinent software/systems necessary to perform duties efficiently.

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Provides customer service and resolves complaints. SUPPORTING	Proactively seeks to identify and resolve problems. Requests for account or bill analysis and all other problems are researched and resolved in a courteous and timely way. Maintains appropriate professional demeanor and relations with all accounts, dealers, co-workers, etc.
Follows standard accounting practices. SUPPORTING	Works directly and effectively with Finance personnel to assure proper accounting procedures and sop's are followed.
Other related duties as assigned. SUPPORTING	Additional related duties are performed in a timely and accurate manner.

Required Education and/or Experience/Knowledge:

H.S. diploma or equivalent required. Some college or related courses in accounting or finance preferred, or two years related experience in lieu of college.

Required Skills:

- Excellent customer service skills.
- Organization skills and ability to prioritize.
- Excellent communication skills, both verbal and written.
- Ability to work at a fast pace in a team environment.
- Working knowledge of PC's, MS office and similar software.
- Knowledge of basic accounting skills.
- Ability to work independently and follow through.
- Must be detail-oriented and maintain a high level of accuracy.
- Use of discretion when working with highly confidential information is essential.

This position reports to:

Assistant Circulation Director, Single Copy