



Job Title:	Billing Specialist
Department:	Finance
Classification:	Part-time, Non-Exempt
Salary Range:	Hourly
IMRF Position:	Yes

POSITION FOCUS

Under the general direction of the Superintendent of Finance, the Billing Specialist shall perform all aspects of the billing processes for Park District programs.

SUPERVISORY RELATIONSHIPS

Reports directly to the Superintendent of Finance and indirectly to the Director of Finance. Does not have direct reports.

ESSENTIAL FUNCTIONS

1. Communicate with Program Coordinators and Managers regarding fees related to billed programs, including but not limited to CARE, Preschool, Gymnastics, Camp, PAFA Spirit Cheer, iCompete and fitness memberships.
2. Work with Coordinators and Managers to create payment timelines, deposits, and processing fees.
3. Communicate with patrons on billing parameters and deadlines at the beginning of a new billing season.
4. Respond to and resolve billing requests, inquiries, and concerns from patrons on billed programs.
5. Provide excellent customer service to both internal and external customers.
6. Process monthly program billing according to timeline and fees established with Coordinators and Managers.
7. Monitor status of bill payments on a daily basis.
8. Follow up with patrons on declined payments.
9. Complete other finance duties as assigned or requested.
10. Coordinate with patrons to set up payment plans as needed.
11. Perform any other similar or related Park District duties as required or assigned.

SECONDARY RESPONSIBILITIES

1. Maintain a positive working relationship with all staff.
 2. Maintain a neat and orderly work environment.
 3. Regular and punctual attendance.
 4. Fulfill the Park Districts mission and vision by acting in the best interests of the Palatine Park District, fellow employees and patrons.
 5. Efficiently and diplomatically respond to public inquiries, complaints or compliments in a timely manner.
 6. Participate as a team member of the District to provide and improve services to the community, as well as, providing excellent internal and external customer service.
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7. Complete required reports, develop annual work plan goal and present as needed for areas of responsibility
 8. Attend required regularly scheduled meetings and trainings as requested.
 9. Be familiar with established District policies and procedures and conduct self in accordance with same.
 10. Follow and promote all Part District safety procedures and attend regular safety training. May be requested to respond to emergencies.

EDUCATION, EXPERIENCE, AND TRAINING

- High School Diploma/GED or equivalent

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- The ability to pass a background check within the Illinois Park District code requirements.
- Proficient with various computer software, i.e., Microsoft Office Suite, RecTrac, and InCode, or similar registration and financial software.
- Strong organizational, analytical, problem-solving skills and attention to detail.
- Excellent verbal and written communication skills.
- Ability to operate related office equipment, such as computers, 10-key calculator, and copier.
- Ability to work independently and in a fast-paced environment.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Ability to anticipate work needs and interact professionally with internal and external customers.

HOURS AND ENVIRONMENTAL CONSIDERATIONS (includes Physical Demands)

- General Monday to Friday, 20-30 hours per week.
 - Additional hours may be required to meet deadlines or for District events.
- General work area is an indoor, smoke-free environment with controlled temperatures and fluorescent lighting with exposure to noise distractions from employees or equipment operation in adjacent work areas. Also, may have infrequent exposure to cleaning materials and office supplies.
- May have limited exposure to infectious disease if required to perform routine first aid or emergency procedures.
- Prolonged periods of stationary work on a computer.
- Constantly operates a computer and other office productivity machinery, copy machine and printer.
- This position moves occasionally about the office to access files, printer, and cabinets.



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- Infrequently moves items weighing up to 25 lbs. across office for various needs.
 - May require positioning oneself to reach for items, supplies or materials as directed.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

AFFIRMATIVE ACTION/EEO STATEMENT

At Palatine Park District, we are proud to be an Equal Employment Opportunity and affirmative action employer. We celebrate diversity and are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better we can serve the Palatine Park District Community.

SIGNATURES

This job description has been reviewed approved by:

Supervisor/Manager Name: _____

Supervisor/Manager Signature: _____ Date: _____

Superintendent/
Director Name: _____

Superintendent/
Director Signature: _____ Date: _____



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EMPLOYEE ACKNOWLEDGEMENT STATEMENT

By my signature below I acknowledge that I have received and have had an opportunity to review the copy of my job description.

I understand all my job duties and responsibilities and I am able to perform the core responsibilities as outlined.

I understand that the job description is intended to describe the general nature and level of work performed by me and is not a complete list of responsibilities, duties, and skills required of me in this position.

I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I recognized that the job description is used by the employer and the employee to clarify expectations regarding reporting relationships, qualifications, physical requirements and essential duties.

If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

This is not a contract or enforceable promise or guarantee of any kind, of any specific terms or conditions of procedural rights, and that any or all portions of this procedure may be amended or eliminated from time to time without advance notice.

Acknowledgement Signatures

Employee Printed Name: _____

Employee Signature: _____ Date: _____