

**Position #336411**  
**Accountant**

**POSITION SUMMARY:**

Under general supervision of the Financial Management Supervisor within the Division of Trust Finance, Retirement Accounting Bureau, this position is responsible for maintaining and analyzing accounts receivable financial records for the complex benefit programs administered by ETF. This includes accounts receivable billing and collection activities. This position updates member financial records in ETF internal benefit systems and within the state-wide accounting system in accordance with Generally Accepted Accounting Principles (GAAP), the Wisconsin Accounting Manual, state statutes and administrative code that govern ETF benefit programs. Incorrect processing and journal entries could affect over 1,500 member accounts and may have a material impact on financial reporting.

This position serves as a liaison with internal and external parties regarding accounts receivable billing and collection and works with other finance staff on accounting entries, adjustments, and write-offs. Responsibilities include providing customer service to Wisconsin Retirement System (WRS) members, their representatives, beneficiaries, tax agencies and insurance carriers through communicating various payment options, responding to inquiries and resolving billing issues and disputes.

Additionally, this position is responsible for the processing and accounting of WRS member account adjustments, including service purchase applications and qualified domestic relations orders.

**GOALS AND WORKER ACTIVITIES:**

35% GOAL A: Establishment and maintenance of accounts receivable records for various benefit programs.

- A.1 Set-up customer records in state-wide accounting system to establish accounts receivable.
- A.2 Create accounts receivable invoices and mail to members.
- A.3 Manage shared email box, responding to inquiries of internal staff and third parties, such as Department of Revenue and third-party administrators of benefit programs.
- A.4 Research and respond to inquiries from members, their representatives, or beneficiaries regarding accounts receivable balances.
- A.5 Provide guidance and technical expertise related to account receivables and collection efforts. Review, analyze, and resolve issues.
- A.6 Review aged accounts receivable and initiate write-off of uncollectible accounts according to statutes, policy and procedures.
- A.7 Determine and take appropriate action to adjust accounts

receivable financial records in state accounting system per ETF program staff or third-party administrators.

- A.8 Act as bankruptcy specialist for division. Verify Chapter 13 Proof of Claims when required; updating state-wide accounting system accordingly. Make policy recommendations for bankruptcy processing.
- A.9 Work with program areas to design and implement process for the accounting and processing of new accounts receivable types.
- A.10 Participate in the testing of updates or changes to the state-wide accounting system and ETF internal benefit systems related to accounts receivable.

35% Goal B: Performance of collection activities of accounts receivable.

- B.1 Serve as Department expert on cases by advising the Supervisor on collection issues, policies and procedures.
- B.2 Train other staff in collection practices and procedures.
- B.3 Review open accounts for collection efforts. Maintain an effective system/process to monitor accounts, based on collection method taken.
- B.4 Determine appropriate collection method and take action based on that method. Initiate correspondence with member, update ETF internal systems as necessary (i.e. annuity benefit deductions), and work with third-party administrators (i.e. to collect through life insurance benefit), ETF program staff and tax agencies as necessary.
- B.5 Prepare and send letters regarding accounts receivable balances and collection efforts. This includes statements, dunning letters and other appropriate communication.
- B.6 Respond to collection inquiries from internal staff, third parties and members, explaining technical aspects of statutes, administrative code and department policy when necessary.
- B.7 Identify issues attributing to account delinquency and discuss with management.
- B.8 Where applicable, establish payment schedules with members and explain the consequences of failure to comply with the payment plan.
- B.9. In accordance with statutes and policy, refer collections to the Department of Revenue and monitor for payments coming through this process.

15% Goal C Ensure and maintain internal control measures for all check payments received.

- C.1 Receive, open, and log all physical checks to the restricted access

check log.

C.2 Forward all received payments or payment information to the appropriate lockbox, other deposit mechanism, to members, or to the appropriate ETF business unit.

C.3 Maintain all check log entries to specify further action.

10% Goal D Processing and updating of accounting records related to WRS member account adjustments.

D.1 Audit service purchase applications, updating member financial records in ETF internal benefit systems and state-wide accounting system as appropriate.

D.2 Process withholding orders, wage garnishments, and tax levies, updating member financial records in ETF internal benefit systems and state-wide accounting system as appropriate.

D.3 Process monthly Public Safety Officer health insurance deductions, updating member records in ETF internal benefit systems.

5% Goal E Miscellaneous

E.1 Serve as backup to other Bureau Accountants

E.2 Perform additional duties as assigned

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Effective written and oral communication skills.
2. Ability to provide excellent customer service.
3. Knowledge of Generally Accepted Accounting Principles (GAAP).
4. Knowledge of and demonstrated ability working with State accounting system and ETF internal benefit systems.
5. Knowledge of Department programs and purposes, including applicable statutes and administrative code.
6. Ability to analyze facts and problems, infer and decide on potential and appropriate solutions.
7. Knowledge of reconciliation methods and techniques.
8. Ability to work effectively in a team environment.
9. Ability to prioritize and manage multiple priorities and work effectively under pressure.
10. Knowledge of planning and organizing work to meet deadlines or unanticipated needs or priorities.

11. Knowledge of billing and collection practices.
12. Skill in conflict resolution and negotiation.
13. Knowledge of effective research methods and techniques.
14. Ability to analyze, interpret, explain, and apply laws, rules, contract language, policies and procedures.
15. Ability to explain technical concepts to a variety of customers with diverse backgrounds.
16. Intermediate skill in the use of computers and software systems and programs (e.g. Microsoft Office).
17. Ability to understand and comply with all ETF and enterprise security standards, policies, processes and procedures.
18. Knowledge of ETF write-off policies for benefit overpayments and premium underpayments.
19. Knowledge and understanding of the mission, organization, and activities of the Department.
20. Ability to establish and maintain effective working relationships across functions and layers of the organization.
21. Ability to maintain confidential information in accordance with policies, guidelines and direction from leadership.