

ACCOUNTS RECEIVABLE ADMINISTRATOR



Purpose of Position

The Accounts Receivable Administrator supports the Finance team by managing accounts receivable (AR) administration, customer account activity, billing, reconciliations, collections, and related reporting. Reporting to the Controller, this role works closely with internal departments and maintains professional relationships with customers and other interest holders. The position also provides back-up support to the Accounts Payable Administrator as required.

Specific Accountabilities

- Reconcile accounts receivable sub-ledgers to the general ledger using Microsoft Dynamics GP, Marina Controller, and related billing and reservation systems.
- Enter, update, and maintain customer and client account information in Microsoft Dynamics GP, Property Site Manager, and other applicable systems.
- Prepare and process monthly utility, commercial lease, marina, float home, and Events & vendor markets invoices in accordance with contracts, agreements, meter readings, and approved rates.
- Process customer payments, refunds, late fees, electronic fund transfers (EFTs), cash, credit card transactions, vessel security deposits, and related refund documentation.
- Enter, reconcile, and review daily imports, receivables, cash sheets, disbursements, and fuel dock sales from Marina Controller and related systems.
- Able to input journal entries for the required adjusting entries.
- Prepare monthly commercial and marina client payment batches and AR EFTs for approval.
- Monitor outstanding accounts, support collections activities in accordance with AR policy, follow up on corporate and commercial invoices, and escalate defaults as appropriate in collaboration with Finance and Marina management.
- Conduct regular AR reviews with departments and circulate weekly AR reports to appropriate staff.
- Support the development, monitoring, and consistent application of AR policies, procedures, controls, and internal compliance requirements.
- Liaise with the Marina team to ensure rate codes in Marina Controller are accurately mapped and transferred to the accounting system.
- Assist with month-end, year-end, audit, and other Finance team requirements as needed.
- Provide back-up support to the Accounts Payable Administrator as required.

Experience and Education

- Post-secondary education in accounting, finance, business administration, or a related field; an accounting certificate is preferred.
- Three years of related accounting experience, particularly in accounts receivable, operational accounting, reporting, financial systems, and internal controls.
- Working knowledge of standard accounting practices, accounts receivable processes, general ledger transactions, reconciliations, and financial information systems.
- Experience using accounting software; Microsoft Dynamics GP experience is preferred.
- Knowledge of controls and procedures that support accurate financial and operational records and internal control compliance.
- Experience administering commercial contracts or legal agreements is an asset.
- Proficiency with Microsoft Office applications.

Working Conditions

- Full-time position, Monday to Friday, 37.5 hours per week.

- Work is primarily performed in an open office environment.
- Option to work from home up to two days per week after successfully completing the first 90 days in the role.
- May require field visits and meetings with existing or prospective customers.
- Occasional evening or weekend work may be required to meet operational needs, including annual audit requirements.
- May involve responding to challenging customer situations in a professional manner.

Knowledge, Skills, and Abilities

- Strong customer service and stakeholder relations skills, with the ability to build respectful and effective working relationships.
- Excellent attention to detail and accuracy in financial processing, reporting, and recordkeeping.
- Strong in both verbal and written communication skills, including the ability to provide clear, concise, and audience-appropriate information.
- Ability to organize work, manage competing priorities, meet deadlines, and adapt to changing operational needs.
- Ability to work independently and collaboratively as part of a team in a busy, service-oriented environment.
- Sound judgment, discretion, confidentiality, tact, and professionalism when handling sensitive information and customer matters.
- Ability to anticipate customer needs, respond within agreed timeframes, and contribute to practical, timely solutions.