



The Arc New York.
29 British American Blvd.
Latham, NY 12110
(518) 439-8311 • Fax: (518) 439-1893
www.thearcny.org
www.nysarctrustservices.org

JOB DESCRIPTION

Job Title:	Account Representative I
Revision Date:	1/2021
Department:	Trust Services
Direct Reports:	None
Reporting:	Trust Management – Account Manager
Status:	Full Time / Non Exempt
Location:	Latham
Travel Required:	None

POSITION OVERVIEW

The primary responsibilities of the Account Representative I is to provide support and assistance to the Trust Management Department by preparing and/or reviewing disbursements in a timely manner. Incumbent(s) may be assigned to the review function, or processing function, reporting to the assigned Account Manager. This position requires the individual to quickly learn the processing procedures and guidelines. Duties involve intricate, detailed analysis to facilitate reconciliation and problem resolution as well as utilization of proper and consistent communication, both internally and externally. The Account Representative I works with the other team members to ensure the needs of the beneficiaries are met through exemplary communication and proper distribution of trust funds.

RESPONSIBILITIES

- Process or review distribution requests submitted by Trust beneficiaries in a timely and accurate manner based upon assignment to the processing or reviewing function
- Research beneficiary account activity, as necessary, to provide information for both internal and external use
- Calculate and/or review beneficiary account balances to ensure adequate funds are available for requested disbursements and minimum balance requirements are maintained
- Communicate with beneficiaries and/or their representatives, as well as, outside vendors as necessary and document all correspondence.
- Work closely with the other NYSARC Trust Services staff and provide coverage and/or back up as necessary
- Assist with maintenance of beneficiary records as necessary
- Update databases and spreadsheet files as necessary
- Assist with other office functions as needed
- Responsible for accurately administering all NYSARC Trust accounts as assigned
- Utilize Access and the Workflow system for processing disbursements, batching of requests or grouping of batches, dependent upon the function assigned
- Any other duties, as required or requested by management, deemed necessary for NYSARC Trust Services operations.



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KNOWLEDGE, SKILLS AND ABILITIES

Knowledge: Understanding of processing financial transactions, calculations, and basic bookkeeping. Knowledge of Medicaid and government benefits a plus.

Skills: Excellent analytical skills and attention to detail, excellent interpersonal and communication skills, and proficiency in Microsoft Office applications including MS Word, MS Excel, MS Access and MS Outlook required

Personal Attributes: Ability to learn, understand and communicate complex details regarding NYSARC Trust programs. Must demonstrate professionalism, flexibility and integrity in all work, possessing cultural awareness and sensitivity.

MINIMUM REQUIREMENTS:

- 2-Year Degree in Accounting, Business, or related field or equivalent with 2+ years banking and/or bookkeeping experience
- One year working in an office or bank setting required
- Two or more years experience in human services, bookkeeping, banking and/or finance related role a plus

CERTIFICATION

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

I certify that I have read and understand the responsibilities assigned to this position.

_____ Date: __/__/__
Employee Signature

Printed Name

_____ Date: __/__/__
Supervisor's Signature

_____ Date: __/__/__
Chief Operating Officer

Employee File Copy

Main Office Copy