



# CLASS TITLE | UTILITIES COLLECTION SPECIALIST

PAY GRADE: OT-18 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 6525

Effective Date: 02/05/2025

**PURPOSE OF THE CLASSIFICATION:** Under general supervision, monitors and coordinates the collection of delinquent residential/commercial utility accounts receivable and returned payments; and performs other related assigned duties.

**ESSENTIAL TASKS:**

- Develops and establishes payment plans for delinquent residential/commercial utility accounts, monitoring and enforcing payment collection
- Handles incoming calls from utility customers
- Evaluates accounts and makes decisions regarding customer concerns/problems based on current policies and procedures
- Performs various methods of research to discover property ownership on illegal connections
- Performs utility account analysis on complex residential/commercial issues and effectively presents findings to customers
- Maintains tap database, tracking illegal connections and removal of water taps
- Identifies patterns/trends of customer problems, develops and reports collection statistics to track performance and reduce bad debt and effectively presents findings to management
- Monitors and closes delinquent commercial refuse accounts
- Performs maintenance on credit screens for residential/commercial customers
- Analyzes accounts on exception reports, identifies errors, and corrects problems
- Processes returned payments and associated communications and credit work
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Must meet one of the following criteria:

1. a) Graduation from high school or possession of General Educational Development (GED) Certificate; **and**,  
b) Five (5) years of experience relevant to the essential tasks listed in this job description;

**or,**

2. a) Completion of sixty (60) hours of college credit from an accredited college or university; **and**,  
b) Three (3) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of customer service practices and techniques
- Good knowledge of modern office practices and procedures
- Good working knowledge of business English, spelling, and commercial arithmetic
- Good working knowledge of laws, ordinances, regulations and policies governing City utilities



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### Ability to:

- Lead, coordinate, and facilitate effective working relationships with the public and other City departments
- Identify errors, correct problems, and analyze accounts
- Perform research on delinquent accounts, develop plan and coordinate activities to ensure payment
- Use intermediate-level office spreadsheets and word processing programs
- Communicate effectively both verbally and in writing
- Remain calm and composed during stressful situations and provide guidance
- Understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding

### Skill in:

- The use of computers and various software including word processing, spreadsheets and operating systems
- Analyzing data, or information, to provide pertinent information and reports
- Customer service principles

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key and telephone; occasional lifting up to five pounds; may require sitting for extended periods of time; subject to standing, bending, reaching, walking, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors; requires use of telephone and other office equipment; and may be subject to overtime.

**EEO Code: N-06**

**Group: Clerical and Administrative**

**Series: Clerical**