

CLASS TITLE: UTILITIES COLLECTION SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for monitoring and coordinating 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
- Must report 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: Graduation from an accredited college with an associate's degree in business or public administration or other related field; and three (3) years of experience in high volume customer service environment (preferably in collections); or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Good knowledge of customer service practices and techniques; good working knowledge of business English, spelling, and commercial arithmetic; good working knowledge of laws, ordinances, regulations and policies governing City utilities; and good knowledge of modern office practices and procedures. Ability to lead, coordinate, and facilitate effective working relationships with subordinates, public, and other City departments; ability to identify errors, correct problems, and analyze accounts; ability to perform research on delinquent accounts, develop plan and coordinate activities to ensure payment; ability to use intermediate-level office spreadsheets and word processing programs; ability to communicate effectively both verbally and in writing; and the ability to 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.

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.

Class Code: 6525

EEO Code: N-06

Page 2 (continued from Utilities Collection Specialist)

Pay Code: OT-18

Group: Clerical and Administrative

Series: Clerical

Effective Date: February 14, 2002