

UTILITY COLLECTION SPECIALIST I

NATURE OF WORK:

This is clerical work of an accounting or financial nature.

Positions in the class are responsible for collections of unpaid accounts and assisting customers, in person or by telephone, with electric, water, and wastewater utility services. Incumbents work with substantial independence in all but the most unusual tasks. Reports to the Secretary Treasurer.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

- Initiates disconnect procedures by locating people with unpaid balances and issuing appropriate documentation for disconnect with the Utility Service Workers.
- Prepares correspondence for customers regarding bill disputes after decision has been made by the billing department.
- Performs collection data back up on a daily basis.
- Records and enters all customer payments from the drive thru and window.
- Balances Kiosk ensuring transactions post accurately and research to resolve discrepancies.
- Coordinating with social service agencies and resources in locating funds to assist in low-income customer bills.
- Assists customers requesting utility service, informs and advises them of procedure requirements.
- Explains policies and procedures concerning utility services and costs for services.
- Prepares adjustments and documents for processing NSF checks.
- Prepares utility work orders for the Utility Service Workers.
- Performs related work as required.

NECESSARY KNOWLEDGE, ABILITY AND SKILLS

- Considerable knowledge of utility services, rates, billing methods, and application process.
- Knowledge of City laws and collection policies.
- Knowledge of methods of obtaining current addresses of persons with unpaid balances.
- Ability to deal with people in a courteous, tactful and effective manner.
- Ability to establish and maintain productive working relationships with employees and the general public. Ability to exercise persuasive interpersonal skills in obtaining payments.
- Ability to perform arithmetic and basic book keeping functions accurately in a busy office environment. Ability to use a personal computer/mainframe terminal independently.

TRAINING AND EXPERIENCE

Graduation from high school or general education diploma with at least six months general clerical and customer service experience. Must be a registered voter.