

## UTILITY COLLECTION SPECIALIST II

### NATURE OF WORK:

This is clerical work of an accounting or financial nature. The employee of this class serves as the lead utility collection specialist with limited supervisory responsibilities involving staff and department procedures.

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.)

- Responds to consumer complaints, coordinates the dissemination of information to consumers, and evaluates utility performance based on complaints.
- Maintains contact with staff in related departments.
- Researches and implements effective collection techniques.
- Performs all administrative duties related to ensuring Utility Collection Department efficiency including staffing attendance and issues.
- Responds to client account queries in a timely and professional manner.
- Completes appropriate work orders accurately.
- Assist customers with new utility service by accepting their application for services and processing the application by receiving all necessary identification and signatures and completing the turn on work orders.
- Assist customers with disconnection of utility service by receiving all necessary identification and then preparing the appropriate turn off work order.
  
- 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.
- 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 assigned.

### **NECESSARY KNOWLEDGE, ABILITY AND SKILLS**

- Complete and thorough understanding of billing and collection processes.
- Outstanding communication and interpersonal skills.
- Highly-skilled in negotiation.
- Effective administrative 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**

Five years of utility collection experience; or any equivalent combination of training and experience. Must be able to operate a variety of office equipment including computers, copiers, calculators, fax machines, etc. Good verbal communication with a proficiency in written communication that is grammatically correct is essential. Must possess a high school diploma or a general education diploma. Must be a registered voter.

**Section 2 Pay Plan Assigned Ranges**

<b>Class Code</b>	<b>Classification Titles</b>	<b>Range</b>
1100	Laborer	1
1203	Tax & Permit Specialist	8
1203	Billing Specialist	8
1203	Utility Collection Specialist I	8
1204	Utility Collection Specialist II	11
1205	Accounting Specialist	13
1207	Payroll Manager	14
1209	Billing Manager	14
1211	Secretary/Treasurer	18
1405	Personnel Director	13
1505	Director of Revenue, Regulatory Codes and Permits	15
1705	Utility Service Worker 1	6
1709	Utility Service Worker 2	7
2107	Maintenance Worker 1	3
2109	Maintenance Worker 2	7
2111	Maintenance Worker 3	9
2113	Maintenance Worker 4	12
2205	Equipment Operator 1	7
2207	Equipment Operator 2	12
2209	Equipment Operator 3	15
2301	Street Maintenance Foreman	16
2306	Waste Water Utility Foreman	16
2307	Water Utility Foreman	16
2309	Street Construction and Improvement Foreman	17
2501	Water Plant Maintenance Foreman	10
2502	Lift Station Operator	7
2503	Water Plant Operator	8
2507	Wastewater Plant Operator	8
2508	Wastewater Plant Operator Foreman	10
2510	Wastewater Treatment Superintendent	17
2512	Water Production Superintendent	17
2604	Apprentice Line Worker 1	11
2605	Apprentice Line Worker 2	13
2606	Lineman 1	16
2607	Lineman 2	19
2610	Electrical Line Foreman	21
2609	Electrical Superintendent	25
2704	Public Works Equipment Maintenance Worker	7
2703	Public Works Assistant	10
2705	Public Works Director	22
2801	Parks and Recreation Groundskeeper	5
2805	Parks and Recreations Director	14

