

Customer Service Representative – Collections

DEPARTMENT: Finance/Customer Service

RESPONSIBLE TO: Customer Service Supervisor

PAY GRADE: Pay Range 16

GENERAL PURPOSE:

Performs a variety of independent, routine and complex clerical, secretarial and administrative work involving some difficult work problems and situations. An employee of this class performs varied clerical work requiring the exercise of independent judgment based on the knowledge gained through experience and assists in the administration of the standard operating policies and procedures of the Customer Service area. Although typing is required in varying amounts, the difficulty and responsibility of the other work duties are the factors in determining this job position. Work problems involving deviation from standard policies are reviewed by the Supervisor for final decision. Instructions are received from the Supervisor on matters of policy and new assignments. Although the specific duties of employees allocated to this class vary, they are of the same level of difficulty.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Makes contact with delinquent utility customers by telephone, letters or in person; prepares disconnection notices; sets up and makes payment arrangements with delinquent utility customers prior to and after disconnection.

Works with governmental agencies and/or other specially funded groups to aid delinquent utility customers to set up payment arrangements for delinquent utility accounts.

Receive applications for service and takes down pertinent information.

Prepare and maintain files and utility billing records to ensure proper billing and customer information,

Explain rate information and billing practices to customers.

Answer telephone, transfer calls and takes messages.

Receive customer inquiries and complaints and prepares service orders for distribution to each department.

Assist in daily tasks of Cashier position, when needed.

Process NSF checks and letters.

Prepares customer move orders for distribution to each department.

Prepares information for deposits on new commercial accounts.

Balance cash drawer, prints system transaction reports and prepares daily collection report and bank deposit.

Process ACH and Wire bank transactions, such as Aurora, Coast Guard, CNRR.

Prepare and mail final reading and landlord letters, including final bills and final bill tracking and submission of unpaid accounts to the State Debt Collection (SDC) program.

Process Energy Assistance payments on customer accounts and maintains Energy Assistance records.

Calculates deposit amounts for delinquent accounts.

Works with other Customer Service staff to sign customers up for deferred payment agreements, monitors DPA accounts for payments, sends disconnect notices on delinquent DPA accounts and issues order to disconnect DPA account for nonpayment.

Monitors budget accounts for payments, sends disconnect notices on delinquent budget accounts and issues order to disconnect budget account for nonpayment.

Works together with other Customer Service staff to ensure consistent and high-quality service to customers and city staff. Provides back up to related utility positions in the Customer Service area.

Works together with other city staff, as directed by the Customer Service Supervisor, on mailing of utility bills and other bulk mailing projects.

Creates utility payment ACH file report and submits to bank each month on due dates.

Perform duties relating to those of the City Treasurer and/or City Clerk as directed by the Finance Director.

Other duties as directed by the Customer Service Supervisor.

DESIRED MINIMUM QUALIFICATIONS:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and computer literacy; and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

Working knowledge of computers and electronic data processing equipment, working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices. Demonstrated skills in word processing and spreadsheet computer software.

Skill in operation of listed tools and equipment.

Ability to make decisions in accordance with laws, regulations and established policies.

Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations; confidentiality, tact and courtesy.

Considerable knowledge of the policies and procedures of the work of the office; ability to maintain records and prepare reports from such records.

TOOLS AND EQUIPMENT USED:

Programmable telephone, personal computer, laser printer, copy machine, fax machine, 10-key calculator, electronic typewriter, folder/stuffer, cash register and postage machine.

PHYSICAL DEMANDS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately noisy.

OTHER CONDITIONS:

Drug testing will be conducted for this position. It is necessary for residency within 15 miles of City Hall in Two Rivers while this position is held.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.