

TITLE: COLLECTION AGENT

CODE: 12425

GENERAL DESCRIPTION:

This is responsible collection work involving the pursuit of delinquent water accounts.

Work involves responsibility for conferring with customers, attorneys and District personnel regarding delinquent water accounts. Duties include analysis of delinquent accounts, establishment of payment schedules, maintenance of records and files. This position also has the responsibility for making final decisions regarding collection actions. This work requires that the employee have considerable knowledge, skill and ability in District collection policies and interpersonal skills.

SUPERVISION RECEIVED:

Works under the general supervision of the Customer Accounting and Risk Services Administrator

EXAMPLES OF DUTIES:

Analyzes delinquent water accounts. Confers with customers, attorneys or District personnel regarding collection action. Appears as a court witness representing the District. Assists in claims investigations.

Establishes payment schedules. Determines abatement of penalties and occupancy/hardship status.

Processes and schedules termination and restoration of service for non-payment. Assists operations Function with service shut on/off during off-hours. Demonstrates service termination procedures.

Maintains files and filing systems. Files documents. Prepares a variety of reports on collection cases and unit operations.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Considerable knowledge of the principles and practices of collecting delinquent accounts.

Considerable knowledge of general office procedures.

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Considerable knowledge of the operations of standard office machines and a computer terminal and personal computer.

Considerable knowledge of business English.

Considerable ability in oral communications and good ability in written communications.

Considerable ability to follow oral and written instructions.

Considerable ability to perform administrative procedures.

Considerable ability to perform collection duties with tact and firmness.

Considerable ability to establish and maintain effective working relationships with coworkers, customers and the general public.

QUALIFICATIONS:

A high school diploma or the equivalent plus four years of progressively responsible clerical experience with accounts receivables and including public contact, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

SPECIAL REQUIREMENTS:

Must have a valid driver's license.