



# Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Collections Representative I/II
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## **GENERAL PURPOSE**

Under immediate (Collections Representative I) or general (Collections Representative II) supervision, performs specialized tasks associated with the collection of delinquent customer utility accounts and unpaid, closed customer accounts; prepares demands for payment; files liens and pursues recovery in small claims court; trains and guides customer service personnel addressing difficult customer delinquency issues; performs collections and credit arrangement activities, and performs related duties, as assigned.

## **DISTINGUISHING CHARACTERISTICS**

Collections Representative I: This is the entry-level classification in the Collections Representative series. Initially under close supervision, incumbents learn and perform routine tasks associated with the collection of delinquent customer utility accounts and unpaid, closed customer accounts. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Collections Representative II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Collections Representative II: This is the fully qualified journey-level classification in the Collections Representative series. Positions at this level are distinguished from the Collections Representative I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate (Collections Representative I) or general (Collections Representative II) supervision from the Customer Service Supervisor. Exercises no direct supervision over staff.

## **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below 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 this position.*

*Positions at the Collections Representative I level may perform some of these duties and responsibilities in a learning capacity.*

- Reviews and processes all daily reports including, but not limited to, the pre-collection, collection, insufficient funds (NSF), and related collections reports.
- Reviews delinquent unpaid accounts, including deferred payment arrangements to secure recovery, the filing of liens or other efforts; determines appropriate collections methods; examines delinquent unpaid accounts for closure and write-off consistent with District guidelines; submits unpaid accounts to collections bureaus in accordance with division guidelines; tracks all phases of collections activity, including collection bureaus, on delinquent accounts.
- Contacts customers to secure payment on current or unpaid closed account balances; negotiates credit arrangements as appropriate.
- Works with staff and supervisors providing collection advice, possible actions for regular and difficult accounts, accounts with legal issues, and techniques to bring accounts current.
- Prepares and files lien documents against property owners with the County of Riverside; prepares demands and lien releases as needed; maintains all lien records, active files on accounts involving customer bankruptcy filings and foreclosures; prepares filings and seeks restitution through bankruptcy and foreclosure proceedings; pursues restitution against estate claims; prepares delinquent customer accounts for an assessment to be placed on their County of Riverside property taxes; files cases for recovery of unpaid account balances in small claims court; may be required to represent the District in case hearings or small claims court.
- Provides a wide range of customer service related tasks including taking customer telephone calls, opening/closing accounts, explaining monthly billing to customers, water usage, fees, payment arrangements, and processing adjustments.
- Maintains statistical data and prepares monthly and annual reports on collections activities, including the results of collection agency pursuit of payment, the imposition of liens and recovery through small claims court proceedings.
- Performs quality audits on credit and collections processes and provides results to supervisors.

- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **REQUIRED QUALIFICATIONS**

*Positions at the Collections Representative I level may exercise some of these knowledge and abilities statements in a learning capacity.*

#### Knowledge of:

- Customer service practices and customer-oriented telephone etiquette.
- Effective collections practices and procedures.
- District rules and regulations with respect to provisions for water services.
- Local demographics of the District's customer base.
- Billing practices and procedures.
- Rules, policies, practices and precedents for delinquencies, collections, and credit, including U.S. Bankruptcy and Small Claims Court rules.
- Practices, procedures and requirements for the filing of liens on real property.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

#### Ability to:

- Use sound investigative techniques to develop information that can be used to obtain account payment.
- Reach sound decisions in accordance with rules and policies, particularly with regard to difficult, unusual or sensitive delinquent accounts and credit arrangements.
- Prepare clear, accurate and concise computer entries and basic correspondence.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Understand and carry out written and oral instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Collections Representative I: Two (2) years of customer service credit or collections experience.
- Collections Representative II: Three (3) years of progressively responsible customer service or collections experience, or one (1) year of experience as a Collections Representative I with the District.

Education:

- Collections Representative I/II: Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **WORK ENVIRONMENT**

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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **FLEX REQUIREMENTS**

Positions in the Collections Representative I/II class series are flexibly staffed; positions at the Collections Representative II level are normally filled by advancement from the Collections Representative I level; progression to the Collections Representative II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Collections Representative II level.

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>March 29, 2020</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Non-Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Collections Representative I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_