

COLLECTION AGENT

PURPOSE AND NATURE OF WORK

Position is responsible for calling on individuals and firms in order to collect payment for delinquent accounts. The incumbent works under the general supervision of a Customer Service Supervisor; however, the employee exercises independent judgment within a framework of established policies and procedures.

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).

Reviews list of delinquent accounts and makes up a daily list of calls to be made. Calls on individuals and firms who are delinquent in payment of utility bills, Fiber bills, and property taxes; calculates amount dues; prepares cancellations for inactive firms; maintains current address information; balances receipts to reported totals. Does filing, record maintenance, and similar clerical duties.

Works with outside collection agencies to ensure all payments made by delinquent account holders are accounted for. Sets up, authorizes, and monitors monthly payment plans. Investigates fraud and identity theft claims.

Collects property taxes, makes tax refunds, and files claims with bankruptcy court to collect delinquent property taxes. May make occasional deposits to bank.

Organizes disconnections due to delinquencies, including the dispatching of field personnel and ensuring proper record-keeping.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of tax laws, license requirements, regulations, procedures, and enforcement processes related to the collection of delinquent taxes and licenses as required by this position.

Knowledge of modern office practices, procedures and equipment, including the ability to use multiple computer programs simultaneously.

Ability to read comprehensively and explain clearly the sections of the laws, regulations, policies, and procedures relative to tax requirements.

Ability to make arithmetic calculations and tabulations accurately.

Ability to deal with the general public in a courteous and tactful manner.

Ability to establish and maintain effective relationships with superiors and other employees.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from high school and experience in collecting delinquent accounts (preferably tax collection); or any equivalent combination of training and experience.