

## COLLECTION SPECIALIST

### **PURPOSE AND NATURE OF WORK**

Positions perform moderate to high level of revenue collection processes, including those related to delinquent accounts, liens, bankruptcies, local taxes, and the balancing and reconciliation of cash drawers and payments accounted for through processing machines. Incumbents work under the general supervision of a Customer Service Supervisor or Meter Services Supervisor; however, the employees exercise 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. Contacts individuals and businesses who are delinquent in payment of utility bills, Fiber bills, and property taxes; calculates amounts due; prepares cancellations for inactive businesses; maintains current address information; balances receipts to reported totals. Does filing, record maintenance, and similar clerical duties.

Monitors delinquent accounts that remain unpaid 90 days after service is disconnected and turns over to third-party collection agency. Reviews monthly reports of payments the third-party agency collects and posts in the billing system.

Collects property taxes, makes tax refunds, and files claims with bankruptcy court to collect delinquent property taxes. Processes LUS/LCG related bankruptcies and liens.

May balance drawers for cashiers, reconciling any discrepancies, maintaining logs of cashiers' accuracy rates, and addressing any shortages or overages. May provide change to cashiers, as well as act as back-up on a limited basis. May make occasional deposits to bank.

May operate mail sorting and payment processor machines for LUS, LUS Fiber, and local city taxes, including reconciliation of payments with totals returned by software of the processor.

Handles returned payments due to insufficient funds or other issues.

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 LUS and LUS Fiber policies regarding revenue collection and delinquencies.

Knowledge of tax laws, regulations, procedures, and enforcement processes related to the collection of delinquent taxes 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 work 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 collections processes; or any equivalent combination of training and experience.