



Title: Utility Collection Supervisor

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise the utility collections office; collect utility payments and debts; monitor delinquent accounts; handle utility services; and maintain collections data. This is accomplished by training and evaluating assistants; approving payrolls and leave slips; ordering office supplies; meeting department deadlines; collecting and posting various types of payments at service windows; verifying and posting Police Department collections; processing and collecting NSF checks and payments;; opening, closing and transferring utility accounts; monitoring, tracking and collecting delinquent accounts; placing courtesy calls; setting up and tracking customer arrangements; sending out customer requested rereads and contacting customer with findings; maintaining a cash drawer; consolidating and verifying cash collection register with bank deposit; reviewing utility applications; purge and organize utility files; assembling welcome packets for new customers; combining official receipts and sending them to the appropriate offices and generating and maintaining a service order log. Other duties include ensuring keeping a stock of all office forms; flagging and unflagging accounts and updating customer information keeping the office appearance neat and organized; collecting Ad Valorem taxes; preparing storage boxes; and verifying date of residency for utility applications.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Collects utility payments by receiving payments through a variety of sources; checking for fraudulent bills; reviewing checks and money order payments for discrepancies; verifying name on credit card matches the customer account for security purposes; sorting and processing mail payments and night drop payments; prints and processes online payments; printing, approving, and updating the collection register; verifying and posting Police Department collections into computer system; preparing an official receipt and sending it back to Police Department; documenting all Police Department and City Inspector collections on spread sheet; ; and processing and documenting all other transactions as needed.	45%
2	L	Opens, closes, and transfers utility services by handling the	15%



		opening of new accounts; assisting customers with application process; reviewing applications; researching customer for monies owed; collecting deposits and preparing receipts; inputting information into the system; creating, printing and sending out service orders; obtaining and verifying information on account closure ; collecting outstanding balances and transfer fees; reviewing, stamping and faxing the quote sheet; issuing additional work orders as needed; assisting customers with meter removal process; and completing and faxing work orders.	
3	S	Ensures the efficiency and effectiveness of the utility collection office by approving leave slips; maintaining master time sheets; approving and submitting payroll; submitting status reports; evaluating and training assistants; ordering office supplies; and maintaining and emailing yellow hanger log.	15%
4	S	Monitors delinquent accounts by printing account balance report; checking and documenting reports for penalties, outstanding service orders and arrangements; creating and maintaining goal board; placing reminder courtesy calls ; printing and completing yellow hangers; typing and maintaining close list; reviewing hangers and discarding once payment is made; yellow hangers are sent out with service agent for disconnect; contacting Public Works as customer pays bill and fees to pull hanger, printing reconnect service order or typing and emailing same day reconnect; generating non-payment (NPA) service orders.	15%
5	S	Functions as a collection agency by collecting final bills, bad debts, and write-off accounts; printing account balance report for final bills; printing delinquent accounts; making collection calls; sending collection letters; researching the customer to find up-to-date information; logging all collection attempts; setting up payment arrangements for customers; ensuring all arrangements are kept current; notifying staff when the final bill or bad debt has been paid off; and researching new applicants to ensure they do not have any outstanding balances.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Minimum of two years in computerized collections system
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	Monetary responsibilities include maintaining a cash fund.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Driver's License



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	communicating with co-workers
Sitting	O	desk work, meetings
Walking	F	around work site, to other departments/offices/office equipment
Lifting	R	files, supplies
Carrying	R	files, supplies
Pushing/Pulling	F	equipment, file drawers, tables and chairs
Reaching	C	for files, for supplies
Handling	C	monies, paperwork
Fine Dexterity	C	calculator, computer keyboard, telephone pad
Kneeling	R	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	R	from computer to telephone
Climbing	R	stairs, step stool
Balancing	R	on step stool
Vision	C	computer screen, observing work site, reading
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)	F	Standing: Customer waiting/payment collections Bending: Payment posting/application process



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, cash register, counterfeit money detector, paper shredder, calculator, electric drive-thru drawer with microphone, bar code scanner, personal computer, printers, label maker, stapler, credit card reader and copy machine.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	C

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	S
Noise and Vibration	M
Wetness/Humidity	S
Physical Hazards	N

(1) Germ exposure (money).

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			



(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Revised 3/13/12