



Title: Utility Collection Assistant

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to collect utility payments and outstanding debts for utility services and assisting customers, in person or by telephone; monitor accounts; handle utility services; set up repayment plans; maintain collections data; and cross-train for other duties in the department. This is accomplished by working at the service window(s); verifying and posting funds collected in cash collection software; processing and collecting checks and other types of payments for various transactions; opening, closing and transferring utility accounts; monitoring, tracking and collecting delinquent accounts; assisting customers; researching returned checks/items; placing customer courtesy calls; setting up and tracking arrangements for customers with hardships; maintaining and balancing a cash drawer daily and ensuring accurate daily deposits; consolidating and verifying cash collection register; reviewing utility applications; organizing files and keeping them accurate; assembling packets for new customers; explains policies and procedures concerning utility services and cost for services; organizing official receipts and sending them off for filing; and generating and maintaining a service order log. Other duties include ensuring there is a stock of office forms; organizing and cleaning the collection office; holding responsibility for flagging and unflagging accounts; updating active customer information; preparing storage boxes; and verifying date of residency for utility applications; collection of property taxes throughout the year.

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; verifying name on credit card matches the customer account; sorting and processing mail payments; conducting checks on bill night drops; prints and processes online payments; printing, approving, and updating the collection register; verifying money received from different official receipts; posting collections into the system; preparing and sending receipts; creating a collections spreadsheet; and processing and documenting all other transactions as needed.	50%



2	L	Opens, closes, and transfers utility services by handling the opening of new accounts; assisting customers with application process; reviewing applications; verifying residency; collecting deposits and preparing receipts; inputting information into the system; creating, printing and sending out service orders; verifying identity to close accounts; record information on account closure; collecting outstanding balances and transfer fees; reviewing, stamping and faxing the quote sheet; issuing additional work orders as needed; helping customers with meter removal process; and writing and faxing work orders.	20%
3	S	Collects final bills, bad debts, and write-offs by printing a balance report for final bills; printing screens of 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%
4	S	Monitors delinquent accounts by checking and documenting reports for penalties, outstanding balances and arrangements; creating and maintaining a goal board; placing courtesy calls to remind customers; running cut off register and notices to print hangers; and distributing hangers to customers and only returning them when payments are collected.	10%
5	S	Maintains and balances the cash drawer by requesting change orders; counting out the cash drawer; adding all utility stubs, checks, money orders and cash; matching cash totals to ensure balance with receipt register; preparing deposit slips; updates and send out service log to appropriate departments; manually collecting payments after register closure.	5%
6	L	Performs customer service, office maintenance and other functions as needed by assisting customers at the service window; answering phone calls, emails and faxes; maintain stock of office forms; ensuring the cleanliness of the office; assembling packets for new customers; researching returned checks; organizing official receipts; ensuring overages and shortages are kept to a minimum; securing customer information; maintaining the filing system; and generating, printing and preparing status reports.	5%

**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	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
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	This job title has no budgetary/fiscal responsibility.
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	None

**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	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.	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	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

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 supplies, payment posting
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)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, cash register, counterfeit money detector, paper shredder, label maker, credit card scanner, calculator, vehicle, and copy machine.

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-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	N
Wetness/Humidity	S
Physical Hazards	N

(1) Germ exposure from money and human contact.

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently From 1/3 to 2/3 of the time	Occasionally Up to 1/3 of the time	Rarely Less than 1 hour per week	Never Never occurs

-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 6/26/2026](#)