

Utility Accounts Receivable Specialist

SUMMARY/PURPOSE

To perform a variety of collection work for the Customer Service Division of the Public Works & Utilities Department.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform office work to collect on delinquent utility accounts.
2. Review and evaluate delinquent account files and take appropriate action based on applicable State of MN statutes and internal policies.
3. Develop and send collection letters, notices, messages, and forms via mail, email, or text message.
4. Contact customers by letter, telephone or email to collect, or to negotiate and monitor payment plans based on State of MN Statutes such as ability to pay and income guidelines to ensure obligations are met.
5. Maintain records of correspondence and document collection efforts.
6. Monitor active and inactive accounts that have been shut off for non-payment for unlawful restoration of services.
7. Refer accounts to the City Attorney's Office for Revenue Recapture Claims in accordance with the MN Department of Commerce requirements.
8. Issue receipts for payments.
9. Process returned mail and payments for utility accounts and Home Energy Loans.
10. Provide recommendations that account balances be written off to bad debt.
11. Refer accounts to the City Attorney's Office when legal action may be required.
12. Provide professional utility customer service support through phone, email, text, or direct customer contact, and other written, verbal, or electronic communication.
13. Serve as liaison between social service agencies and customers in need of financial assistance.
14. Review customer accounts for release of security deposits.
15. Provide customer gas consumption data to Arrowhead Economic Opportunity Agency, process energy assistance payments received, and maintain running balances for end of season transfers.
16. Develop methods to increase the efficiency of and improve the collection process.
17. Collaborate with other departments to locate, repair, and shut off utility service for delinquent accounts.
18. Detect and analyze metering abnormalities and usage discrepancies.
19. Train new Utility Accounts Receivable Specialists.
20. Support other staff members by assisting with their job duties as necessary.
21. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
22. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Associate's degree in business or a related field, and five (5) years of related professional experience; OR a Bachelor's Degree in Business Administration or a related professional field, and three (3) years of related experience; OR a minimum of seven (7) years of related education and/or full-time, verifiable credit and collections experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Knowledge of collection techniques and processes and applicable contract language.
 - B. Knowledge of applicable federal, state, and local laws regarding collections, calculating payment plans, and revenue recapture.
 - C. Knowledge of data analysis methods and negotiation techniques.
 - D. Knowledge of administrative office procedures, bookkeeping, budgeting, billing, payment workflows, and record keeping principles and practices.
 - E. Knowledge of general accounting principles and practices, including government-specific procedures.
 - F. Knowledge of accepted business letter writing formats.
 - G. Knowledge of problem-solving and conflict-resolution techniques.
 - H. Knowledge of applicable safety requirements.
 - I. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Skill in effective communication, both orally and in writing.
 - B. Skill in gathering, evaluating, and transmitting financial, legal, and administrative data with accuracy and discretion.
 - C. Skill in interviewing customers and negotiating payment arrangements with a focus on resolving issues professionally and maintaining positive client relationships.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time.
 - F. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
 - A. Ability to handle difficult and stressful situations with professional composure.
 - B. Ability to work independently and set work priorities.
 - C. Ability to interpret laws, ordinances, contracts, and policies and procedures.
 - D. Ability to meet and deal effectively and courteously with delinquent account holders.
 - E. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the general public.
 - F. Ability to make arithmetic computations and to prepare statistical reports.
 - G. Ability to keep accurate financial records and accounts.
 - H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - I. Ability to communicate and interact effectively with members of the public.
 - J. Ability to communicate effectively both orally and in writing.
 - K. Ability to understand and follow instructions.
 - L. Ability to problem-solve a variety of situations.
 - M. Ability to set priorities and complete assignments on time.
 - N. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, and books. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, (i.e. use of safe work practices with office equipment, avoidance of trips and falls, etc.). The work area is adequately lighted, heated, and ventilated.

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|----------|--------------|--------------------------------|-----------------|----------------|
| HR: HD | Union: Basic | EEOC: Office/Clerical | CSB: 12/02/2025 | Class No: 1823 |
| WC: 7520 | Pay: 132 | EEOF: Utilities/Transportation | CC: | Resolution: |

Utility Accounts Receivable Specialist

SUMMARY/PURPOSE

~~1. To perform a variety of responsible~~ collection work for the Customer Service Division of the Public Works & Utilities Department.

FUNCTIONAL AREAS:

4. SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Perform ~~field and~~ office work to collect on delinquent utility accounts.
2. * A. Review and evaluate delinquent account files and take appropriate action based on applicable State of MN statutes and internal policies.
3. * B. Develop and send collection letters, notices, messages, and forms via mail, email, or text message.
4. * C. Contact customers by letter, telephone or personal visit ~~email~~ to collect, or to negotiate and arrange a payment plan ~~monitor payment plans based on State of MN Statutes such as ability to pay and income guidelines to ensure obligations are met.~~
5. * D. Maintain records of correspondence and document collection efforts.
6. ~~E. Monitor active and inactive accounts that have been shut off for non-payment for unlawful restoration of services.~~
7. Refer accounts to the City Attorney's Office for Revenue Recapture Claims in accordance with the MN Department of Commerce requirements.
- 6.8. Issue receipts for payments.
- * F. ~~Monitor payment plans to ensure obligations are met.~~
9. * G. Process returned mail and payments for utility accounts and Home Energy Loans.
- 7.10. Provide recommendations that account balances be written off to bad debt.
- 8.11. * H. Refer accounts to ~~paralegal~~ the City Attorney's Office when legal action may be required.
2. ~~Perform related duties.~~
- * A. ~~Respond to customer inquiries and complaints by telephone and in writing.~~
12. * B. Provide professional utility customer service support through phone, email, text, or direct customer contact, and other written, verbal, or electronic communication.
- 9.13. Serve as liaison between social service agencies and customers in need of financial assistance.
- * C. ~~Determine budget and/or contract payment plans for customers with active, inactive and delinquent accounts.~~
- * D. ~~Recommend shutoff of services and process service shutoff notices and orders.~~
- 10.14. * E. ~~Determine when security deposits will be required for activated accounts, and~~
Review customer accounts for release of security deposits.
- 11.15. * F. Provide customer gas consumption data to Arrowhead Economic Opportunity Agency, process energy assistance payments received, and maintain running balances for end of season transfers.

- ~~12,16.~~ ~~_____~~ ~~G.~~ ~~_____~~ Develop methods to increase the efficiency of and improve the collection process.
- ~~17.~~ ~~_____~~ ~~H.~~ ~~_____~~ Collaborate with other departments to locate, repair, and shut off utility service for delinquent accounts.
- ~~18.~~ ~~_____~~ ~~I.~~ ~~_____~~ Detect and analyze metering abnormalities and usage discrepancies.
- ~~13,19.~~ ~~_____~~ ~~J.~~ ~~_____~~ Train new collectors Utility Accounts Receivable Specialists.
- ~~14,20.~~ ~~_____~~ ~~K.~~ ~~_____~~ Support other staff members by assisting with their job duties as necessary.
- ~~21.~~ ~~_____~~ ~~L.~~ ~~_____~~ Perform related tasks as ~~Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.~~
- ~~15,22.~~ ~~_____~~ ~~M.~~ ~~_____~~ Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements:

- ~~+ A. Two (2) years of verifiable experience performing collection and customer service work; or a combination of education and experience determined to be equivalent.~~
- A. Associate's degree in business or a related field, and five (5) years of related professional experience; OR a Bachelor's Degree in Business Administration or a related professional field, and three (3) years of related experience; OR a minimum of seven (7) years of related education and/or full-time, verifiable credit and collections experience.

2. License Requirements

- ~~+ A. Possession of a valid Minnesota Class D driver's license or privilege by the date of appointment and thereafter.~~

A. No specific licenses required.

3. Knowledge Requirements:

- ~~A. A. Knowledge of collection techniques and processes and applicable contract language.~~
- ~~B. B. Knowledge of problem solving and Knowledge of applicable federal, state, and local laws regarding collections, calculating payment plans, and revenue recapture.~~
- ~~B.C. Knowledge of data analysis methods and negotiation techniques.~~
- ~~C.D. C. Knowledge of general administrative office procedures and basic bookkeeping, budgeting, billing, payment workflows, and record keeping principles and practices.~~
- ~~D.E. D. Knowledge of general accounting principles and practices, including government-specific procedures.~~
- ~~E.F. E. Knowledge of accepted business letter writing formats.~~
- G. Knowledge of problem-solving and conflict-resolution techniques.
- H. Knowledge of applicable safety requirements.
- I. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements:

- ~~A. A. Skill in effective communication, both orally and in writing.~~
- ~~B. Skill in microcomputer operations and associated software applications including word processing, database, and spreadsheet.~~
- ~~B. C. Skill in establishing, organizing, maintaining and updating manual gathering, evaluating, and electronic file transmitting financial, legal, and records administrative data with accuracy and discretion.~~
- ~~C. D. Skill in interviewing customers and negotiating payment arrangements, with a focus on resolving issues professionally and maintaining positive client relationships.~~
- D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- E. Skill in managing one's own time.
- F. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements:

- ~~A. A. Ability to work under handle difficult and stressful situations dealing with angry and upset customers professional composure.~~
- ~~B. B. Ability to work independently and set work priorities.~~
- ~~C. C. Ability to interpret laws, ordinances, contracts, and policies and procedures.~~
- ~~C.D. Ability to meet and deal effectively and courteously with delinquent account holders.~~
- ~~D.E. D. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the general public.~~
- ~~E.F. E. Ability to make arithmetic computations and to prepare statistical reports.~~
- ~~F.G. F. Ability to keep accurate financial records and accounts.~~
- ~~+ G. Ability to be bonded.~~
- ~~+ H. Ability to operate a variety of standard office equipment including computer terminal, computer software, telephone, calculator, copy and fax machine requiring repetitive arm and finger movement.~~
- ~~+ I. Ability to sit for extended periods, and to occasionally stand, walk, push, pull, stoop, and reach to carry out duties.~~
- ~~+ J. Ability to lift and carry office supplies and equipment weighing up to 20 pounds, and to frequently lift and/or carry supplies weighing up to 10 pounds.~~
- H. K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- I. Ability to communicate and interact effectively with members of the public.
- J. Ability to communicate effectively both orally and in writing.
- K. Ability to understand and follow instructions.

- L. Ability to problem-solve a variety of situations.
- M. Ability to set priorities and complete assignments on time.
- G.N. Ability to attend work on a regular basis. — as scheduled and/or required.

~~* Essential functions of the position~~

~~+ Job requirements necessary on the first day of employment~~

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, and books. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, (i.e. use of safe work practices with office equipment, avoidance of trips and falls, etc.). The work area is adequately lighted, heated, and ventilated.

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| HR: | JAN | Union: | Basic | EEOC: | Office/Clerical | CSB: | 04/04/2006 | Class No: | 1823 |
| WC: | 75 20 | Pay: | 132 | EEOF: | Utilities/Transportation | CC: | 06/26/2006 | Resolution: | 06- 0465R |