

**Auburn Water & Sewerage Districts
Position Description**

Collections Clerk (Clerk I)

Department: Office/Administration
Effective Date:

Reports To: Office Manager
Grade Level: 3

GENERAL SUMMARY:

Under the supervision of the Office Manager, works to ensure customer billing accounts are up-to-date and to collect payment or make payment arrangements on delinquent accounts. Work is performed under general supervision and is subject to review through observation, results achieved, and compliance with generally accepted procedures.

ESSENTIAL JOB FUNCTIONS:

- ◆ Works with customers to collect payment or make payment arrangements for delinquent accounts, and maintains related records.
- ◆ Places liens or orders disconnection of service for properties with delinquent accounts that have failed to make payment arrangements. Notifies customers by sending lien letters or disconnection notices. Maintains detailed records of notices sent and disconnected accounts.
- ◆ Provides assistance to customers by phone and e-mail. Answers questions, provides information, resolves problems, and maintains correspondence.
- ◆ Creates and mails invoices for private hydrants, industrial fees, and service billing, and maintains related records and documentation.
- ◆ Processes customer payments received through the online system and records payment information as required.
- ◆ Performs weekly cash bank deposits and maintains records of deposit information. Ensures bank accounts are in balance and transfers funds between accounts when necessary.
- ◆ Maintains records of tenant/business deposits required for setting up a new account.
- ◆ Acts as back-up for various clerical/administrative functions, including payroll processing, receiving cash payments, maintenance and balancing of daily cash drawer, and processing of incoming and outgoing mail.
- ◆ Assists with other clerical, administrative, and customer service duties as required.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

Duties require knowledge equivalent to a high school diploma and one to three years of experience in collections, customer service, and general office/clerical work.

SKILLS & QUALIFICATIONS:

- ◆ Working knowledge of the processes and procedures involved in the execution of the collections function, including accurate record-keeping.
- ◆ Knowledge of modern office methods, practices, and procedures.
- ◆ Knowledge of business mathematics and business English.
- ◆ Competency with numbers and attention to detail. Ability to accurately reconcile arithmetic computations.
- ◆ Ability to handle money accurately and to balance receipts with cash.
- ◆ Strong customer service skills.
- ◆ Some knowledge of basic bookkeeping practices.
- ◆ General understanding of retirement plan administration, Worker's Compensation claims, and OSHA.
- ◆ Ability to follow detailed work instructions, both written and oral.
- ◆ Ability to effectively operate computers and all software required to accomplish job responsibilities.
- ◆ Ability to effectively operate adding machine and typewriter.
- ◆ Ability to communicate effectively, to maintain effective work relationships, and to deal with the public in a courteous and tactful manner.
- ◆ Willingness and ability to pursue professional improvement.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Operates computer, printer, photocopier, postage machine, counter cash register, calculator, and other basic office equipment. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.