POSITION TITLE: Senior Credit Representative

PURPOSE OF POSITION: Manage collection activity on delinquent accounts.

REPORTS TO: Customer Service Manager  
Customer Service and Credit Supervisor

SUPERVISES: None

Union Affiliation: I.B.E.W., "BA" group

DUTIES AND RESPONSIBILITIES

A) CREDIT AND COLLECTION

- Maintain contact with customers regarding past due and problem accounts. Work with customer to arrange adequate payment plans.
- Evaluate collection requirements on past due accounts.
- Perform skip tracing and other actions necessary in the collection of delinquent accounts.
- Interact with outside agencies regarding customer accounts and funding arrangements.
- Compile information; prepare reports and statistical analysis; and, maintain records relating to customer accounts, delinquencies, bad debts, disconnects, NSF checks, etc.
- Represent the District during customer hearings before the hearing officer.
- Process financial assistance payments from agencies.
- Accept and process Creditor Claims and Bankruptcies.
- Coordinate with Community Action regarding special payment arrangements, including moratorium, for customer accounts.
- Call for final disconnect notices (DH), sort, and prepare for collector.
- Accommodate customer requests for high bill complaints and changing/updating customer information system.
- Monitor customer credit history and evaluate necessity for deposit.

B) RECORDS AND PAPERWORK

- Prepare various reports as required.
- Prepare delinquent closed accounts for bad debt write off and transfer to collection agency.
- Prepare field collection lists. Assist in dispatching field collectors and record the results of their activities.

C) CUSTOMER CONTACT

- Act in whatever capacity necessary to provide prompt and complete service to customers as circumstances dictate. Use initiative to assist customers waiting for service in person or by phone.
- Ensure that interaction with customers is courteous and effective.
- Be responsive to customer questions and concerns.
- Forward customer request and complaints to appropriate areas.
D) MISCELLANEOUS DUTIES

- May be requested to work overtime.
- Perform other related duties as assigned.
- Participate in District sponsored training.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge and thorough understanding of the District’s electric rate schedules and service policies.

Exceptional ability to deal tactfully and effectively with irate customers and resolve questions regarding service information, delinquent accounts, and collecting payments.

Ability to use sound judgment when problem solving.

Ability to effectively communicate and cooperate with District personnel and customers.

Demonstrated ability to be punctual and regular in attendance.

Ability to plan and manage time effectively.

Ability to work with little or no supervision.

Knowledge of fundamental mathematics.

Ability to write and print neatly.

EDUCATION AND EXPERIENCE

High school graduate or equivalent; and,

One (1) quarter each, at the college level, in Business Letter Writing and in Business Law; or equivalent experience; and,

Minimum of two (2) years experience as a Customer Service Representative, or equivalent experience.

OTHER REQUIREMENTS

None

WORKING CONDITIONS

Work is performed in an indoor setting, with long periods of sitting.

Work involves interaction with customers who may at times be upset and vocally abusive.

PHYSICAL ACTIVITIES

Hand-eye coordination is necessary to operate a personal computer, computer terminal, and other office equipment.

Interaction with customers is often via telephone.