



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Collections Specialist
------------------	------------------------

GENERAL PURPOSE

Under immediate supervision, oversees collections program, performs specialized tasks associated with reconciliation of collection method payments, manages vendors and agencies responsible for collection efforts on behalf of EMWD, creates and analyzes reporting on collections performance, creates communication campaigns related to collections outreach; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

Collections Specialist: This is the advanced level classification responsible for providing oversight and reconciliation of the Collections program at EMWD. Incumbents regularly work reconciling payments from multiple sources, ensuring debt submissions are accurate and timely to the various collection channels. Positions in this classification rely on experience and judgment to ensure an accurate and efficient Collections program. Incumbents are responsible for establishing objectives, timelines and methods to complete assignments that improve the effectiveness of collections for EMWD. Incumbents assess and review work associated with the processing of delinquent customer utility accounts and unpaid, closed customer accounts. Assignments can include analysis of collections reports, reconciliation of all collections payments and releasing debt from agencies collecting in parallel, determining strategies for efficiency gains, recommendation of new system configuration to enhance or improve processes, keeping current on any legislation or requirements that affect collections processes, create and maintain documentation of collections tasks, coordinate communication to property owners on tenant move ins/outs, and provide training on all collections processes to Collections I and II representatives as needed.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Service Supervisor overseeing Billing and Collections. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 this position.

- Reviews payment reports daily, performing reconciliation of multiple collection methods to ensure an account is settled properly once paid, and the District is not attempting to collect via any other channel.
- Ensures the District remains compliant when processing delinquent accounts, including all mandated regulations and protocols.
- Performs audits of the District aging report by category and performs and/or assigns outreach to prompt payment on active accounts.
- Works with staff and supervisors providing collection advice, possible actions for regular and difficult accounts, accounts with legal issues, and techniques to bring accounts current.
- Oversees the lien processing against property owners with the County of Riverside.
- Provides a wide range of customer service-related tasks including taking escalated customer telephone calls related to collections, explaining collections charges to customers, setting payment arrangements on closed accounts, and processing adjustments related to collections.
- Creates monthly and annual reports on collections activities for leadership group, including the results of secondary collection agency, Franchise Tax Board, and filed liens in pursuit of payment. When applicable, report on recovery through small claims court proceedings.
- Performs quality audits on credit and collections processes performed by Collections Reps I and II and provides results to supervisor.
- Oversees annual property tax submission process, including documentation letters to eligible customers, reviewing submission list for Public Hearing for accuracy, handling customer inquiries related to submission, and final check prior to submission to Riverside County Fixed Charge portal.
- Prepares documentation for and conducts annual public hearing for Property Tax submissions for delinquent balances and sewer only accounts.
- Oversees annual Franchise Tax Board submission process, including documentation letters to eligible customers, reviewing submission list for Franchise Tax Board for accuracy, handling customer inquiries related to submission, and final check prior to submission to Franchise Tax Board portal.
- Maintains vendor relationship and attends quarterly business reviews with vendors.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Customer service practices and customer-oriented telephone etiquette.
- Effective collections practices and procedures.
- District rules and regulations with respect to provisions for water services.
- Local demographics of the District's customer base.
- Billing practices and procedures.
- Rules, policies, practices and precedents for delinquencies, collections, and credit, including U.S. Bankruptcy and Small Claims Court rules.
- Practices, procedures, and requirements for the filing of liens on real property.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Effectively identify the most critical work to review and complete or delegate.
- Use sound investigative techniques to develop information that can be used to obtain account payment.
- Reach sound decisions in accordance with rules and policies, particularly regarding difficult, unusual or sensitive delinquent accounts and credit arrangements.
- Prepare clear, accurate and concise computer entries and basic correspondence.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Understand and carry out written and oral instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Eastern Municipal Water District

Job Title: Collections Specialist

Last Update: August 2023

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Two (2) years of collections or billing industry experience or 2 years of experience in a related relevant industry (preferably in a public utility).

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Collections Specialist
Last Update: August 2023

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>Date</i>
Date modified:	<i>August 30, 2023</i>
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Collections Specialist. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____