

COLLECTION AGENT SUPERVISOR

NATURE OF WORK IN THIS CLASS

This is supervisory work involved in customer accounts collection service.

ILLUSTRATIVE EXAMPLES OF WORK (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Supervises the collection services and activities of past due accounts; issues form notices for all past due accounts.

Determines "WHY?" the bill is unpaid and tries to get the debtor to pay or make arrangements for payment; convinces customers to pay their past due accounts.

Provides advice on the policies and procedures in regards to past due accounts. Checks to see if customers are properly charged; receives complaints and concerns and provides appropriate information.

Interviews customers and works out payment plans; prepares accounts status reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of customer account collection service methods and practices.

Ability to supervise the work of others.

Ability to make work decisions in accordance with regulations, procedures and guidelines.

Ability to work effectively with employees and the public.


Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING

- A. Three (3) years of work experience involved in customer relations services; in which one (1) year involves the collection of debts; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: JULY 1980
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PAY GRADE: I



ELOY P. HARA
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