

## COLLECTION AGENT

### NATURE OF WORK IN THIS CLASS

This is customer accounts collection service work.

### 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.)

Performs collection activities of past due accounts; informs customers of past due accounts; interviews subscribers and works out payment plans; prepares promissory notes and calculates payments.

Follows up on payments and promissory notes; determines "WHY?" the bill is unpaid; attempts to convince customers to pay their past due accounts; provides advice on the policies and procedures in regards to past due accounts.

Checks to verify if customers are properly charged; receives complaints and concerns and provides appropriate guidance/information.

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

Performs related duties as required.

### MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of customer account collection service methods and practices.

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. Two (2) years of work experience involved in customer relations services; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

**ESTABLISHED:                      JULY 1980**  
**AMENDED:                         NOVEMBER 1994**

**PAY GRADE:                        G**

  
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**ELOY P. HARA**  
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