

# HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

## POSITION DESCRIPTION

### CREDIT AND COLLECTION SPECIALIST

DEPARTMENT: Office Services

CLASSIFICATION: Non-Exempt

#### I. OBJECTIVES

- A. To render a prompt, accurate and efficient billing service that will result in maximum service to the members with minimum complaints.
- B. To collect accounts receivable amounts from delinquent accounts using appropriate credit and collection procedures.
- C. To provide accurate and efficient input of information into the computer system and to provide clear, accurate, and precise statistical reports of member accounts as requested.

#### II. REPORTING RELATIONSHIPS

- A. Reports to: Billing and Collections Supervisor
- B. Supervises: None

#### III. RESPONSIBILITIES AND AUTHORITIES

- A. Prepare, input and maintain all information necessary for computerized consumer accounts.
- B. Calculate and input adjustments to member billing records, after supervisor's approval.
- C. Within existing guidelines, grants credit extensions, makes payment arrangements, and/or works with social agencies for members who are delinquent.
- D. Prepare and send second notices to all delinquent inactive members. Transfers delinquent amount to an active account, if applicable, and send notification to the member of the transfer. Notifies the guarantor of a

payment guarantee contract if the guarantee defaults and transfers appropriate amount. Responds to member inquiries concerning delinquent accounts.

- E. Checks assigned portions of prebill reports and corrects any problems identified before actual billing takes place.
- F. Schedules monthly write-off process and prepares a monthly delinquent accounts packet that includes accounts over 90 days, write off for the current month, cycle accounts disconnected, listing of afterhours charges, accounts removed from budget, power theft accounts, and outstanding return checks as of end of month. Prepares annual write-off tabulation.
- G. Responsible for sending written off accounts meeting the criteria for referral to our collection agency each month on a timely basis. Responsible for sending payments made on accounts turned over to our collection agency once a week on Fridays. Works with the collection agency to provide information requests and to note accounts the agency does not accept due to death, bankruptcy, or excessive litigation.
- H. Prepares disconnect list and determines action to be taken on each account. Coordinates execution of disconnect list with supervisor. Prepares after hours list for on call personnel and answering service. Prepares service orders for disconnected accounts.
- I. Is on-call from 5:00pm to 7:00pm on the day each cycle cut-off list is worked for disconnected accounts.
- J. Provides lunch and break relief for the Accounts Receivable Specialist and assistance during peak workload times. First backup for the Accounts Receivable Specialist in the event of her absence. Provides backup and relief for other consumer accounting personnel as workload dictates.
- K. Monitors equal pay accounts and adjusts budget amount as needed to correspond to changes in kWh use. Notifies member, in writing, of change and the reason for the change. Verifies that new budget amounts calculated annually each April are correct and consistent with stated procedure for determining new budget amounts.
- L. Charges back returned checks and notifies member by letter. When limit on returned checks is reached, codes account as “do not accept” and notifies member of status. Makes determination as to when member will be allowed to write checks again.

- M. Check all final bills for accuracy and ensures deposits have been applied.
- N. Makes the Billing and Collections Supervisor aware of any problem areas relating to consumer accounting, computer applications, rate schedules, and credit or collections. Make suggestions as to how and where corrections need to be made.
- O. Assists Supervisor of Consumer Accounting in cross training consumer accounting personnel, as assigned.
- P. Researches and responds to member inquiries and complaints as assigned.

IV. RELATIONSHIPS

A. Internal

1. Maintain relationships with departments necessary to achieve purpose of position and agreed upon results.
2. Operations – to coordinate cut-off and after hours lists.
3. Accounts Receivable personnel – for correction of payment posting errors (Waynesville and Toxaway) and coordination of cut-off days.

B. External

1. Members - to help resolve any questions or problems they might have and to provide credit and collection services.
2. Collection Agency – share information relative to accounts turned over to them.
3. Department of Social Services, Church ministries, etc. – providing help and assistance to members in payment of bills.

REVIEWED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Employee Signature

## HAYWOOD ELECTRIC MEMBERSHIP CORPORATION

### SPECIFICATIONS

#### CREDIT AND COLLECTIONS SPECIALIST

- EDUCATION:** High school graduate or equivalent required. Formal training and courses in consumer billings, collections, and data processing preferred.
- EXPERIENCE:** Must have 2 years' experience in consumer related areas of billing involving collection and 1-2 years' experience in use of data processing equipment.
- KNOWLEDGE AND SKILLS:** Must be able to read and write English.
- Must be able to speak and understand spoken English.
- Must have a thorough knowledge of billing and collection techniques and an understanding of credit and collection practices.
- Must be able to operate office machines including, but not limited to, calculator, copier, personal computer, printer, fax machine, and telephone.
- Must have a working knowledge of data processing, in general, and use of personal computers specifically.
- Must have the ability to use computer hardware and software to the degree necessary to perform the requirements of the position. Word processing abilities are required along with a general knowledge of personal computers including how to operate the current version of Windows.
- Must be able to plan and organize workload. Must be able to balance multiple priorities and multitask in a fast paced environment. Must be able to meet deadlines and handle stress.
- Must possess and be able to apply general math skills.
- Must be able to perform detailed work with a high degree of accuracy.
- Must have excellent communication skills and the ability to relate to a diverse customer base. Must have particularly good skills in listening, conflict resolution, and dealing with irate customers.

**PHYSICAL**

**REQUIREMENTS:** Position requires extended time sitting and standing daily. Also bending, stooping, and reaching is required. Lifting up to 25 pounds occurs on occasion. Required use of finger and hands to operate computer and other equipment. Vision requirement – up close to distances of 25 yards or more.

**SPECIAL  
WORKING**

**CONDITIONS:** Subject to call in for large outages - This position is subject to being called-in to work should outages or emergencies occur.

Inclement weather including snow and ice is not an acceptable excuse for not coming to work.

Occasional overnight travel is required.

Overtime is required as the workload dictates. Must be willing to schedule days off in accordance with the workload and deadlines of the department and the limits on the number of people who can be off at any given time.

**TIME REQUIRED** Two years  
**FOR FULL  
COMPETENCY:**

**DEVELOPED:** June 2000

**REVISED:** March 2004

February 2012

June 2015

June 2017

June 2019