

## Employment Opportunity

**Position:** Credit and Collection Specialist

**Reports To:** Billing & Collections Supervisor

**Department & Location:** Consumer Billing – Department 32  
Waynesville, NC

**Position Description:** Objectives of the position include:

- to render prompt, accurate and efficient billing service that results in maximum service to membership with minimum complaints
- to collect accounts receivable amounts from delinquent accounts using appropriate credit and collection procedures
- to provide accurate and efficient input of data into computer system and provide clear, accurate and precise statistical reports of member accounts as requested.

A full description of the position's duties and responsibilities is located on Haywood EMC's website at <https://www.haywoodemc.com/employment>

**Education & Experience Requirements:** High school diploma or equivalent required, prefer candidate with training in consumer billings, collections and data processing. Candidate must have two years' experience related to billing, including collections, and 1-2 years' experience in data processing with a thorough understanding of credit and collections practices.

Candidate must be able to:

- perform duties and detail-oriented work with a high level of accuracy
- plan and organize work balancing multiple priorities in a fast-paced environment
- relate effectively to diverse membership and demonstrate excellent customer service skills
- use computer hardware and software to perform the requirements of the job
- perform basic operations of office machines including copier, fax machine, printer, telephone, radio and ten-key calculator

**Special Working Conditions:** Position is subject to call-in during major outages or emergencies and expected to report to work during periods of inclement weather. Position may require occasional overnight travel and overtime as the workload requires.

**Starting Salary:** \$20.70-25.87/hour (dependent upon experience)

**Application Requirements:** Submit completed application to:

Haywood EMC	NCWorks Career Center
Human Resources Department	1170 N. Main Street
376 Grindstone Road	Waynesville, NC 28786
Waynesville, NC 28785	

Internal candidates must submit Request to Transfer form, resume and cover letter to the Human Resources Department.

**Application Deadline:** Wednesday, June 12, 2019

**Haywood EMC is an Affirmative Action and Equal Opportunity Employer.**

*All qualified applicants will receive consideration without regard to color, religion, sex, sexual orientation, gender identity, national origin, age, disability or veteran status. Pre-employment/post-offer physical exam, drug screen and criminal background checks are required. Haywood EMC participates in the federal E-Verify program.*