

COLLECTION SUPERVISOR
(WATER BOARD)

DISTINGUISHING FEATURES OF THE CLASS: This is supervisory, public contact work at the Upper Mohawk Valley Regional Water Board, and involves responsibility for planning, assigning, reviewing, and supervising the special clerical and public relations activities of keeping delinquent water accounts at a minimum. The work is performed under general supervision, in accordance with established policies and procedures, and requires the exercise of independent judgement in carrying out details of the work. Difficult policy problems are referred to a higher-level supervisor for decision or review of judgement. Supervision is exercised over the activities of a staff of subordinate employees. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Plans, reviews and supervises the clerical activities of collecting overdue water bills;
Analyzes and checks delinquent accounts, and ensures that delinquent notices are processed;
Supervises, and participates in, the preparation of lists of delinquent accounts where reminders have been disregarded;
Assigns delinquent accounts to collectors for collection of amount due or to find out reasons for non-payment;
Determines cases when it is necessary to shut off services;
Makes special arrangements for payment of overdue bills;
Supervises the checking and recording of back and final bills, bills returned unclaimed, and payments by cash or check with insufficient information;
Conducts correspondence regarding delinquent accounts where consumer has moved from the area;
Handles telephone calls regarding non-payment of bills and explains reasons for high bills where possible;
Processes inspection orders to billing unit, so that Meter Readers can check for high consumption;
Makes periodic analysis of accounts received and prepares list of Bad Debts;
Consults with superior on difficult or unusual problems;
Recommends improved collecting procedures;
Supervises, and participates in, a variety of public relations and clerical activities relating to the collection and control of delinquent water consumer accounts.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of modern methods used in collecting and controlling delinquent accounts; ability to develop and install efficient office methods and procedures; ability to plan, layout and supervise the work of others; ability to understand and carry out oral and written directions; ability to maintain accurate records and prepare comprehensive reports; ability to secure the cooperation of others; ability to deal effectively with the public; demonstrated awareness of the importance of consumer relations; clerical aptitude; dependability; tact and courtesy; initiative and resourcefulness; good judgement in solving consumer relations problems.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree **AND** three (3) years of clerical experience; two (2) years of which involved collection, credit rating or public contact; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of clerical experience; two (2) years of which involved collection, credit rating or public contact experience; **OR**
- (C) Seven (7) years of clerical experience; two (2) years of which involved collection, credit rating or public contact experience; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.