

## COLLECTION CLERK

Code No.: 4-05-053

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a clerical position in the Monroe County Water Authority responsible for the maintenance of records and collection of delinquent water accounts. The work also involves substantial public contact and may require field visits to delinquent customer's premises. The employee reports directly to and works under general supervision from, the Assistant Credit Manager. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed):

Collects water bills from delinquent accounts using telephone and routine computer printed letter mailing;

Makes occasional field visits to customers' premises to collect delinquent accounts;

Prepares, records, and ages water revenue collections;

Obtains billing information of delinquent accounts when customer disagrees that account is delinquent;

Researches and prepares information for water shut-off scheduling;

Follows up on completed shut-off and records disposition;

Reviews bankruptcy reports from courts and removes receivable amount from bankrupt customers' account;

Works with customer, welfare agencies, and Department of Social Services to schedule payment plan and checks compliance;

Refers delinquent accounts to collection agencies.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of business arithmetic and English; working knowledge of accounting, billing, and collection procedures; working knowledge of office terminology, procedures and equipment; ability to follow oral and written instructions; clerical aptitude and accuracy; integrity; tact and courtesy in dealing with customers; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency

diploma plus:

- (A) Two (2) years paid full-time or its part-time equivalent clerical experience; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Secretarial Science; OR,
- (C) Any equivalent combination of training and experience as described by the limits of (A) and (B) above.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State Class V Operator's license.

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: January 28, 1988