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| **Job Title:** | **Collections Representative** |
| **Job Title Code:** | **9148** |
| **Wage Scale:** | **18** |

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| **A. JOB RESPONSIBILITIES**  ***Responsibilities may include but are not limited to the following:*** |

1. Handles incoming telephone contacts with Business and Residence customers in pursuit of collecting company revenues.
2. Collects delinquent bills by making outbound telephone calls to customers or by written correspondence when appropriate.
3. Records data, notations, and or completes forms via on-line computer system while talking with customers.
4. Handles adjustments as appropriate for resolving discrepancies, facilitating payment arrangement negotiations, and extensions of credit.
5. Computes and quotes adjustments, credit/security requirements, balances, amounts billed and/or rates to customers. Computations involve addition, subtraction, multiplication, and division. A calculator may be required in some instances.
6. Takes necessary action using on-line system on delinquent accounts including restorals, denials and disconnects of service where collection practice dictates.
7. Performs activities relating to this job for all customer accounts which includes Residence, Business, Live and Final.
8. Performs clerical work related to this assignment.
9. Makes decisions that will promote customer satisfaction and reinforce Company goals for revenue protection.

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| **B. BASIC QUALIFICATIONS**  ***Candidates must meet the following minimum qualifications:*** | | |
| **Testing** | **Training** | **Other Requirements** |
| See Non Management Job Title/Test Matrix: <http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=CareerNmgmtSoutheastNmgmtPositions>andTest Information Pamphlets (TIPS): <http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=SelfDev17_TestPrepTIPs> | The following must be satisfactorily completed for title retention:   1. On-the-job and/or classroom training as required | * Satisfactory performance and attendance in present job. * Satisfactory completion of a background investigation. |

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| **C. GENERAL WORKING CONDITIONS/PHYSICAL REQUIREMENTS**  ***Successful candidates require the ability to:*** |
| 1. Work various scheduled tours including day, evening, night and split tours covering Sunday through Saturday with overtime and holiday work as required. Tour length will be 71/2 hours. Open-ended scheduling is in effect in some assignments and certain business offices are staffed twenty-four hours a day, seven days a week. 2. Work in a highly controlled environment, with strict schedules in some assignments. 3. Handle constant telephone contact with the public in pursuit of collecting company revenues. Make notations on accounts via on-line computer system while talking with customers, usually wears a headset while performing these functions. 4. Meet quantity and customer satisfaction performance measures. |

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| **D. ADDITIONAL FACTORS TO BE CONSIDERED** |
| 1. Experience with public contact work, complaint handling, or collection work. 2. Ability to speak a second language in some assignments. |

**Individuals holding this job title may be required to perform the above job duties with or without "reasonable accommodations."**