



Position Description

Date: June 2004

Position Title: Collections Specialist

Reports To: Manager – Customer Accounting & Analytics

Revision Date:	June 2014; May 2015; May 2016
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Performance Factors Level:

<i>Safety</i>	<i>2</i>	<i>Innovation</i>	<i>2</i>	<i>Quality Focus</i>	<i>1</i>
<i>Customer Focus</i>	<i>1</i>	<i>Communication</i>	<i>2</i>	<i>Leadership</i>	<i>2</i>
<i>Teamwork</i>	<i>2</i>	<i>Initiative</i>	<i>2</i>		

Time

<i>Development/Learning Curve:</i>	18 months
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Responsible for:

Developing and implementing programs that will achieve the corporate objectives in the functional areas assigned the department and meet department and system standards.

Key Accountabilities & Duties:

Broad Scope

- Providing quality customer service for EnergyUnited and all businesses associated with EU.
- Supporting the implementation of new and existing program while assisting with the development of metrics that aid in measuring the collection rate of delinquent balances.
- Maintaining confidentiality of proprietary information.
- Adhering to all Red Flag Compliance procedures.
- Adhering to any state and federal regulations regarding the collection of past due accounts.
- Reviewing status of delinquent accounts and initiating collection action to include, but not limited to skip-tracing former members according to the established practice and performing outbound calls to attempt collection of delinquent balances prior to write-off and agency placement.
- Preparing correspondence on delinquent accounts requiring special handling.
- Reviewing accounts and placing them with an outside agency for collection action.
- Researching delinquent accounts to identify debtors with active accounts and transferring any inactive balances to active accounts.

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- Maintaining up-to-date records in EnergyUnited's system as well as with the collection agencies in regards to payments received bankruptcy filings, pay arrangements, disputes, etc.
- Initiating appropriate follow-up action for mail returned as undeliverable.
- Correcting any errors on delinquent accounts such as misapplied payments, etc. and updating or recalling these accounts with the collection agency.
- Attaching all related documents to accounts for readily accessible viewing.
- Preparing and sending paperwork to attorney for any unpaid balances where judgments should be filed with the county clerk.
- Performing all necessary procedures to ensure regulatory compliance and documentation of bankruptcy accounts, including initiating any collection actions on dismissed bankruptcies.
- Reviewing accounts for monthly write-offs and preparing board reports for write-off balance approval.
- Performing functions related to guarantees including, but not limited to: adding bill print messages on guarantor's bill, notification of guarantor's release and requirement of new guarantor or deposit, initiating disconnects for failure to pay deposit or obtain new guarantor, and notifying guarantors and transferring unpaid balances to a guarantor's account in a timely manner.
- Explaining services provided, rates, policies, and procedures to customers when needed.
- Assisting Customer Care Representatives or other internal customers as needed with collections and/or billing related issues.
- Notifying Lead Billing Specialist of potential problems.
- Demonstrating flexibility toward working outages, overtime, and extended shifts as instructed by the Vice President of Customer Care, Sales & Marketing.
- Demonstrating a professional appearance as well as professional behavior towards EU employees and customers.
- Providing excellent customer service by assisting in the maintenance of accurate and readily available consumer records.
- Answering routine correspondence to customer inquires.
- Implementing quality control measures to ensure balancing and accuracy
- Investigating inquiries, making necessary adjustments, and updating customer files.
- Attending training classes and employee meetings when instructed.
- Completing employee development exercises when instructed.
- Assisting Billing Specialists in the department as workload and/or cross training needs dictate.
- Promoting a team concept within the Back Office Services Department resulting in each employee taking ownership of numerous assigned tasks.
- Performing other billing duties and assuming other billing responsibilities as requested or directed.
- Ensuring compliance with Safety Manual and all safety related Policies. Performing all safety observations and/or briefings (driving, field, etc.) as required. Proactively seeking,



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identifying and mitigating hazards. Intervening when appropriate to keep fellow employees safe (“actively cares”). Reporting incidents, near misses, etc. timely. Maintaining a safe and orderly work environment inclusive of the inspection of vehicles, tools, equipment and workspace.

Specific Focus

- Initiating and performing collection activities that produce write-off results that conform within designated company goals.

Direct reports: None

Internal Relationships: Shall maintain internal relationships necessary to achieve purpose of position and desired results.

External Contacts: Shall maintain necessary job related external contacts to assure satisfactory results.

Authority: Has full authority to carry out the above responsibilities as delegated by Manager – Customer Accounting & Analytics.

Date Approved

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Position Specifications for:

Collections Specialist

EDUCATION – Must have an Associates’ degree related to business or a High School diploma plus 3-4 years related collection experience.

EXPERIENCE - Must have proven experience in bad debt collection efforts.

KNOWLEDGE – Must be proficient in PC programs including Word, Excel, etc. Must have excellent time management/organizational skills and strong data entry skills.

ATTITUDE – Must have a positive, open mind and considerate attitude toward the responsibilities of the position. Must be a self-starter. Must have an attitude of neatness, timeliness, orderliness and accuracy toward the job. Must possess a very conscientious attitude toward record keeping.

PERSONAL CHARACTERISTICS – Must be of high moral integrity, pleasing personality and possess good personal habits. Must be able to retain information of a confidential nature. Must be able to project a good public image. Must be able to function cooperatively with peers as a team member to meet departmental and system objectives. Must be a team player with excellent interpersonal skills.

ABILITIES AND SKILLS – Must have ability to implement work plans, make sound decisions from observations and carry out instructions. Must possess superior mathematical abilities. Must be able to work under pressure and meet deadlines; as well as, work in harmony with many different personality types. Must be able to work with very little supervision and be proactive in responsibilities. Must possess a strong ability to communicate in both verbal and written form. Must be detail oriented and have strong problem solving skills. Ability to adapt to a changing environment.

WORKING CONDITIONS – Normal working conditions and hours of 8:00 a.m. until 5:00 p.m with the requirement of periodic evening and weekend hours as determined by the Vice President, Sales & Economic Development. Some irregular working hours may be required. Must be available for work during adverse weather conditions.

WORK REQUIREMENTS – Must be flexible to work overtime when needed, work flexible shifts when instructed, and available to work outages as needed. Must possess and maintain a valid North Carolina driver’s license. All employees assigned to headquarters or non-direct operational positions must make their domicile within one of the nineteen counties served by the Cooperative.



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SAFETY - Performs all assignments safely assuring compliance with all Safety related rules, regulations and policies.

EXEMPT STATUS – This position is non-exempt as defined by the Fair Labor Standards Act as amended.

NON-DISCRIMINATION - EnergyUnited Electric Membership Corporation is an Equal Opportunity Employer. This position shall be filled on the basis of qualification and ability to perform the essential functions of the job and without regard to race, religion, color, sex, age, national origin, disability, veteran status or any other basis prohibited by law.