

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB183 Water Utility Collections Supervisor
POSITION #/TITLE: 0406 Water Utility Collections Supervisor	Adopted: 07-97
	Revised: 05-14

POSITION DESCRIPTION

Dept /Division: Utilities/Water	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 09
Reports To Position #/Job Code #/JC Title: 0030/NB186/Utilities Business Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Supervises the utilities credit and collection processes. Develops and implements continuous improvement to the credit and collections processes from activation of accounts through severance and account disposition for the City's Municipal Utilities. Performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees assigned to the credit and collection process. The Water Utility Collections Supervisor serves as the Customer Service Supervisor in the supervisor's absence.

Examples of Essential Work (Illustrative Only)

Plans, organizes and supervises the utilities credit and collection activities of the City's Municipal Utilities;

Develops, automates and continuously improves processes around collection, severance, dunning notification, liens, collection agency reporting, write-off and all other account disposition processes;

Coordinates work schedules and plans special projects with the Customer Service Supervisor;

Establishes job priorities and time frames for credit and collections staff;

Monitors completion of job assignments to ensure compliance with policies, procedures and expectations;

Trains employees on policies, procedures and program requirements;

Monitors budget and actual expenditure activities for the credit and collections reporting and activities;

Negotiates credit arrangements and establishes deposit requirements;

Reviews and monitors service termination orders and responds to customer complaints and questions;

Files legal claims and monitors bankruptcy and collection proceedings;

Supervises the preparation of statistical information and other required reports;

Serves as Customer Service Supervisor in the absence of the Supervisor;

Takes credit and collection calls escalated through customer service;

Assists customer service staff during peak times to improve customer service response;

Provides program expertise for the development of accounting and information system data collection and management;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends meetings, conferences and workshops;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Comprehensive knowledge of methods, practices, and techniques used in collections and credit operations;
Knowledge of legal principles, practices and procedures used in bankruptcy and other credit and collection proceedings;
Ability to train, assign, motivate, supervise and evaluate the work of others;
Ability to communicate effectively and maintain effective working relationships with the Customer Service Supervisor and Meter Service Supervisor, customer service personnel and operational staff, supervisory personnel, other City employees, credit agency representatives, attorneys and the public both orally and in writing, using both technical and non-technical language;
Ability to prepare accurate and reliable reports containing accounting data and terminology, credit histories, findings, conclusions and recommendations;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in finance, accounting or related field; and
Considerable experience in credit or collection management; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;
Sufficient vision, with or without reasonable accommodation, which permits the employee to review credit histories, accounting data and credit applications;
Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate computer equipment and telephone;
Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to monitor office operations.