

COLLECTOR
(WATER BOARD)

DISTINGUISHING FEATURES OF THE CLASS: This is public contact work at the Upper Mohawk Valley Regional Water Board, and involves responsibility for collecting overdue water bills and for finding out the reason bills have not been paid. Although a superior may not be present, the work is performed under immediate supervision, in accordance with established policies and procedures, permitting the exercise of independent judgement in carrying out details of the work. The work may require visits at unusual hours to find consumers at home. Difficult or unusual problems are checked with the Collection Supervisor. Supervision is not normally a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Contacts consumers to collect overdue water bills;
Arranges special details for payment of delinquent accounts;
Determines reasons for overdue payments;
Traces consumers who have moved;
Consults with Collection Supervisor regarding difficult or uncollectible accounts;
Delivers deposits to bank;
Turns off water service for non-payment of bills, when directed;
Keeps related records and prepares activity reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of business arithmetic and English; working knowledge of the methods of collecting delinquent accounts; ability to understand and follow oral and written instructions; ability to deal effectively with the public; ability to maintain routine records and prepare reports; mental alertness; tact and courtesy; integrity; good judgement.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of collection, credit rating or public contact experience; **OR**
- (B) Three (3) years of experience, as outlined in (A) above; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

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