

JOB TITLE: ASSISTANT COLLECTIONS MANAGER

The Springfield Water and Sewer Commission (SWSC) is seeking highly motivated and innovative candidates to work as the **Assistant Collections Manager**. The position of Assistant Collections Manager is responsible for supporting the collection efforts of approximately \$90 million in Water and Sewer billings for 43,000 customers. Reporting to the Customer Service Manager, the Assistant Collections Manager works closely with the Credit and Collections Manager concerning collection matters including, but not limited to, bankruptcies, receiverships, customer payment agreements, service discontinuances, and customer disputes, meter maintenance, database maintenance, report proofing & data entry. The Assistant Collections Manager will become familiar with all aspects of billing and customer service to better assist the Collections Manager and the overall customer experience. The Assistant Collections Manager will also collaborate with Customer Service staff regarding Water and Sewer customer accounts.

About SWSC: SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility that provides retail and wholesale water and sewer service to approximately 250,000 customers across multiple communities in the lower Pioneer Valley. The SWSC has approximately 250 employees that operate and maintain a system of one thousand miles of water and sewer pipe, treatment plants, reservoirs, watershed land, dams, and other critically important infrastructure that serves the public.

Mission Statement: SWSC's mission is to provide an uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment. www.waterandsewer.org

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identifies, gathers, analyzes, and evaluates data, generates reports and maintains records related to the credit and collection process.
- Works closely with the Billing Department to implement processes and policies that support invoicing and collections.
- Provides assistance in all areas of Billing as necessary.
- Updates and maintains Collections database program for managing overdue customer balances.
- Supports the issuance of advisory letters and payment demand letters.
- Generates, sorts, and records posting lists for accounts receiving Demand Notices and Property Postings for non-payment.
- Generates, sorts, and records shut off lists for accounts that are scheduled for shut off due to non-payment (Only during Shut Off season).
- As directed, places direct phone calls and E-mails to customers that are past due.
- Maintains Bankruptcy files on customers.
- Prepares documentation necessary to create the Credit or Debit Memo necessary to true up a customer account.
- Research, oversee and assists with the cleanup of unapplied receipts, short-paid invoices and chargebacks.

- As directed by the Collections Manager, addresses ongoing customer complaints concerning collections or services rendered and assists with complaints about service failures with designated departments.
- Maintains a working knowledge of legal issues pertaining to credit and collections and litigation issues
- As assigned, works closely with Housing Court to help tenants enter into payment arrangements if water service have been or are due for termination. Partner with Collections Manager to represent SWSC interests in Housing Court as necessary.
- Works closely with SWSC attorneys to resolve any legal issue involving collection matters.
- Will be expected to achieve working knowledge of receiverships and how they apply to SWSC under Mass General Law Chapter 40N
- Support customer payment plan options and maintenance.
- Create, manage and distribute mass mailing projects relative to customer communication, billing and collections.
- Help oversee and manage special projects to drive continuous improvement and customer satisfaction.
- Performs miscellaneous job-related duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- Bachelor's degree business administration or related field strongly preferred. Some college coursework with direct relation to business will be considered.
- Minimum of 5 years of verifiable experience in collecting and receiving funds. Experience with utility or municipal collections preferred.
- Ability to use and understand multiple software programs, and utilize strong administrative computer skills for reports, mailings, data analysis and research projects.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community. Must be able to handle high stress interpersonal situations relative to the collections process.
- This position requires good written, oral and reading communication skills in order for the incumbent to accurately obtain, interpret and transcribe a variety of communications and instructions.
- Proficiency with Microsoft Office for Windows (Outlook, Word, Excel and Access) is required.
- This position requires excellent interpersonal skills and the ability to adjust and interact with all levels of personnel.
- Incumbent must be multitask oriented, organized, set priorities and meet deadlines and take pride in one's work.

Qualified candidates should send their resume, cover letter and salary requirements to Stephanie.douglass@waterandsewer.org.

EOE/AA