

Job Title: COLLECTIONS MANAGER

The Springfield Water and Sewer Commission (SWSC) is seeking highly motivated and innovative candidates to work as the Collections Manager. The position of Collections Manager is responsible for overseeing the collection efforts of approximately \$90 million in accounts receivable balances for 43,000 customers. The Manager will report directly to the Director of Finance and work in close contact with the Customer Service Manager concerning collection matters, bankruptcies, customer pay agreements, billing appeals, and service discontinuances. The position requires the ability to work independently with customers and to work collaboratively with billing, customer service, field operations, and communications staff. This is an exempt position without overtime.

**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](http://www.waterandsewer.org)

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES include, but are not limited to the following:

- Manages accounts in an organized manner in order to perform appropriate notifications.
- Generates, sorts, and records posting lists for accounts receiving Demand Notices and Property Postings for non-payment
- Places direct phone calls and emails to customers that are past due in order to manage receivables.
- Works closely with the Billing Department to implement processes and policies that contribute to accurate invoicing.
- Responsible for approving and sending final demand letters.
- Identifies and relays to Director of Finance any and all accounts that need to be written off to bad debt.
- Generates, sorts, and records shut off lists for accounts that are scheduled for shut off due to non-payment (Only during Shut Offseason)
- Maintains bankruptcy files on customers.
- Prepares documentation necessary to create the Credit or Debit Memo necessary to true up a customer account.
- Oversees and assists with the clean-up of URs (unapplied receipts), short paid invoices and charge backs.
- Addresses ongoing customer complaints concerning billing or service rendered and works on complaints of service failures with designated departments.
- Manages billing appeals and process, including, but not limited to creating appeals summary report, compiling documentation communicating with Appeals Committee, drafting appeals response letters/emails, and presenting appeals to the Board of Commissioners.

- Interprets and understands Commission's Rules and Regulation regarding billing and shut offs as well as recommend potential changes.
- Utilizes, learns, and navigates advanced billing software.
- Makes recommendations to management for methods and procedures to help enhance the water shut off program.
- Communicates with Commission field operations management and customer service pertaining to the shut off program and other applicable issues.
- Updates and maintain Collections database program for managing overdue customers balances
- 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 billing staff 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
- Performs other related tasks as assigned.

#### KNOWLEDGE, ABILITIES AND SKILLS:

- 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.

Ability to accurately obtain, interpret, and transcribe a variety of communications and instructions while working with customers, real estate agents, attorneys, or any other representatives of customers or owners. Has leadership responsibilities on special projects concerning Collections.

EDUCATION AND EXPERIENCE:

Bachelor's degree business administration or related field strongly preferred. Some college coursework with direct relation to business will be considered.

Minimum of 5 - 10 years of verifiable experience in collecting and receiving funds and customer service related to billing management. Experience with utility or municipal collections preferred.

CERTIFICATES, LICENSES, REGISTRATIONS:

Driver's License required

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Work environment will be an office environment.

Physical demands include bending, sitting, lifting up to 10# and standing.

Qualified Candidates should send their resume, cover letter and salary requirements to [Jennifer.kerr@waterandsewer.org](mailto:Jennifer.kerr@waterandsewer.org)

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