

CITY OF HAMILTON

LAST UPDATED: FEBRUARY 2019

CITYHOUSING HAMILTON
(FINANCE SECTION – LOCATION – 55 HESS ST. S.)

COLLECTIONS OFFICER - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Chief Financial Officer, CityHousing Hamilton. Plans and co-ordinates collection procedures to recover outstanding debts in accordance with the Housing Services Act. Liaises with residents and their representatives on collection matters.

GENERAL DUTIES

Prepares and plans best procedures to recover outstanding accounts.

Co-ordinates collection accounts and liaises with residents on collection matters.

Trace delinquent residents through appropriate channels such as the internet, family or friends, previous/current phone numbers, employer and/or Trans Union Credit.

Searches and locates delinquent residents through appropriate channels such as the internet, family or friends, previous/current phone numbers, etc.

Ensure outstanding invoices are billed correctly prior to proceeding with collections.

Issues notices regarding outstanding accounts.

Contacts and follows-up on outstanding accounts by telephone/email and requests payment.

Composes and documents correspondence for follow-up.

Provides detailed explanations of rent calculations and move out charges on residents' accounts.

Makes necessary adjustments to residents' accounts for mid month move outs.

Determines best method for pursuing outstanding balances.

Negotiates payment arrangements in accordance with existing procedures. Confirms and follows-up with correspondence and agreement letter.

Verifies outstanding invoices and balances for accuracy prior to proceeding with collections.

Prepares and maintains collection files and correspondence in order to maintain detailed and accurate accounts of all collection action.

Makes changes in forms and reports to accommodate the need for additional information.

Recommends referral to support agencies for a variety of financial and personal issues.

Writes off accounts subsequent to board approval.

Receives, answers and resolves complaints regarding inquiries on outstanding debts from past residents, staff, public, lawyer, elected officials, social workers and other agencies.

Advise Access To Housing of any changes on resident accounts to update waiting list for subsidized units as well as updating Province Wide arrears database.

Processes all refunds for past residents.

Receives and verifies post-date cheques and forwards for processing.

Co-ordinates annual destruction of files with outside shredding company.

Maintains filing system for all former residents' files.

Prepares files for small claims court.

Works closely with collection agency and prepares necessary documentation as requested.

Back-up for the cashiers.

Recommends accounts for subsidy removal in accordance with established guidelines.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous experience in property management collection of outstanding debts, accounting procedures and policies normally acquired through a combination of education and relevant work experience.
2. Previous experience using the Northgate Property Management Software system is considered an asset.
3. Experience in a computerized environment and customer service. Proficient working knowledge of Microsoft XP, Word, Excel, Microsoft Outlook, Access, Internet, Trans Union and GIS (Geographic Information System Services).
4. Demonstrated knowledge of collection policies.
5. Demonstrated ability to perform with confidence and patience, to use excellent customer service techniques and creates a positive atmosphere when interacting with the public.
6. Excellent telephone manners and good listening skills.
7. Excellent people skills with an emphasis on customer service. Demonstrated ability to display demonstrated tact and professionalism in dealing with the public, elected officials, customers, supervisors and peers.
8. Must be able to create spreadsheets in MS Excel and analyze and manipulate data within spreadsheets.
9. Demonstrated ability to work effectively in a team and work independently.
10. Demonstrated ability to express ideas effectively, verbally and in writing.
11. Must have excellent problem solving skills and ability to negotiate agreements and settlements within

established guidelines.

12. Thorough knowledge of the Housing Services Act, Residential Tenancies Act, collection policies, bankruptcies, procedures and internal policies.