

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

(FINANCIAL SERVICES DIVISION – ACCOUNTS RECEIVABLE – LOCATION – 120 KING ST. W., 9<sup>th</sup> FLOOR)

### COLLECTIONS OFFICER – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to Supervisor, Accounts Receivable. Co-ordinates collection accounts and liaises with customers on collection matters. Participates in preparing and planning procedures to recover outstanding collection accounts in accordance with the collection guidelines.

#### GENERAL DUTIES

Co-ordinate collection accounts and liaises with customers on collection matters.

Liaise with various City Departments on outstanding accounts and collection matters.

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

Forward notices regarding outstanding accounts.

Compose correspondence.

Follow-up on outstanding accounts by telephoning and requesting payments. Follow-up with correspondence.

Negotiate payment arrangements in accordance with procedures.

Receive and answer enquiries from staff, the public, collection agencies and customers.

Receive, appraise and resolve complaints regarding inquiries.

Prepare and plan procedures to recover outstanding accounts.

Review receivable sub-ledger for outstanding accounts.

Prepare monthly statistical reports on default account activities.

Update collections database based on a variety of reports.

Ensure control and integrity of database.

Liaise with and monitor performance of collection and other outside agencies.

Create queries and reports for statistical reporting and budget purposes.

Prepare and maintain collection files and correspondence.

Make changes in forms, reports and queries to accommodate the need for additional information.

Ensure appropriate notices have been served on the customer before forwarding an account to a collection agency.

Determine best method for pursuing outstanding receivables (ie. verbal or written communication).

Determine if accounts should be written-off or charged back to the Department.

Liaise with Legal Services Division regarding breach of various agreements.

Prepare financial facts for Legal Services to be used in Court for proof of delinquent accounts.

Prepare reports for accounts to be added to the tax roll.

Input and retrieve financial and accounts receivable data into PeopleSoft.

Prepare account reconciliation for Supervisor.

Provide Departments with information and direction of credit ratings.

Maintains office filing system.

Perform other duties as assigned which are directly related to the responsibilities of this position.

### **QUALIFICATIONS**

1. Demonstrated knowledge of accounting procedures and principles at an intermediate level normally acquired through a combination of education and relevant work experience. Peoplesoft Financials is considered an asset.
2. Previous administrative experience in a customer service capacity.
3. Experience in a computerized environment. Proficient working knowledge of Microsoft XP, Microsoft Outlook, Word, Excel and database software.
4. Demonstrated knowledge of collection policies.
5. Demonstrated ability to perform with confidence and to use customer service techniques that creates a positive atmosphere when interacting with the public.
6. Superior telephone manners and good listening skills.
7. Demonstrated ability to deal with difficult callers and those that provide inaccurate or incomplete information.
8. 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.
9. Must be able to create spreadsheets in MS Excel and analyze and manipulate data within spreadsheets.
10. Demonstrated ability to work effectively in a team and work independently.
11. Demonstrated ability to express ideas effectively, verbally and in writing.
12. Demonstrated ability to communicate effectively and courteously with the public.
13. Demonstrated knowledge of Provincial Offences Act/Law or related equivalent.