

Eau Claire Energy Cooperative
MEMBER ACCOUNTS ASSOCIATE – CREDIT/COLLECTIONS

Department: Finance

FLSA Status: Non-Exempt

Grade Level: 5

Work Schedule: M-F 7:30 a.m. – 4:00 p.m.

Occasional overtime during collections

NRECA Job Code: 33-4372

Job Status: Full Time

Reports To: CFO

Amount of Travel Required: Minimal - Training

POSITION SUMMARY

The member accounts associate – credit/collections position is responsible for accounts receivable functions, including contacting delinquent consumers for collecting past-due balances. Evaluates new and existing consumers and assigns risk factors by reviewing credit and payment history. Negotiates arrangements and collects payments based on organizational policies and procedures.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Perform a heavy volume of both inbound and outbound calls with the intent to reconcile accounts to a current status and recover unpaid balances. Educates consumers on account terms.
- Negotiates practical agreements with them for the payment of amounts due. Takes appropriate action when payments are not made as scheduled.
- Administers company policy about disconnects, security deposits and reconnects.
- Collects delinquent bills of disconnected customers. Collection procedures include, but are not limited to, internal collection, use of collection agency, and small claims court.
- Maintains orderly files of specified delinquent accounts of those owing monies to the Cooperative.
- Prepares necessary activity reports to keep CFO and management informed on the progress of the collection efforts.
- Coordinates activities of Cooperative personnel in handling cases of power theft and similar fraud situations against the Cooperative. Initiates contacts with appropriate law enforcement officials and cooperates with them in making appropriate disposition of such cases.
- Files claims with bankruptcy courts, meets with other creditors, and participates in bankruptcy proceedings required for the preservation of the Cooperative's claims against its debtors.
- Files claims against the estates of deceased debtors and takes other appropriate action relative to these account situations.
- Perform other assigned tasks and duties necessary to support billing functions; including consumer account transfers.
- Provides relief duty to the front desk position during breaks, lunch, and vacations on a scheduled basis.

JOB REQUIREMENTS AND QUALIFICATIONS

- Accuracy – Ability to perform work accurately and thoroughly.
- Organizational Knowledge – Abides by the policies of the Cooperative and always conducts self in a professional manner while representing the Cooperative.

- Member Oriented – Makes every effort to serve the members courteously and efficiently and to satisfy their complaints or inquiries regarding service, if possible, or if unable to do so, refer them to the proper person.
- Appearance – Appearance is neat, clean and presentable for regular public contact, and meets codes and standards established by the organization.
- Time Management – Ability to utilize the available time to organize and complete work within given deadlines.
- Communications, Oral and Written – Ability to communicate, both orally and in writing, in a clear and concise manner.
- Team Work – Supports teamwork by effective participation, cooperation and communication. Provides continuous improvement to employee morale, motivation, productivity and quality of production through teamwork.
- Motivation – Ability to inspire oneself and others to reach a goal and/or preform to the best of their ability.
- Organized – Possessing the trait of being organized or following a systematic method of performing a task.
- Computer Skills – Must be proficient with a computer and demonstrate skills working with Microsoft office and consumer business software.
- Always demonstrates a commitment to customer service, working well with others to provide a quality, efficient, and courteous service to all consumers.

EDUCATION AND EXPERIENCE

Education

High school diploma or equivalent is required. Minimum of a one- or two-year certificate/degree in accounting, business or administrative related field is required.

Experience

One to two years of job experience is required. Credit and collection experience preferred.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Works in climate-controlled office environment with minimal physical exertion. Works extensively at a personal computer. Interacts extensively with consumers, employees and the public via telephone, personal contact and written communication. Includes overtime pursuing delinquent accounts during evening hours. Has rigid monthly deadlines that can be stressful. Physical requirements include the ability to frequently sit and occasionally stand, walk and speak. Utilize hands to control and grasp objects. Lift and carry up to 20 lbs. occasionally and 10 lbs. frequently. This position will occasionally bend/stoop and reach.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhausted list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____