

DOMINION HOPE

JOB DESCRIPTION

TITLE: Collector

CODE NO.: 00212

GRADE: 005

REPORTS TO: As Assigned

DATE: August 15, 2010

RESPONSIBILITIES:

Perform all the duties incidental to making personal calls and conducting investigations to collect money in payment of delinquent consumer bills.

ASSIGNED DUTIES:

1. Collect delinquent gas bills.
2. Discontinue gas service after delinquent consumer has been properly notified.
3. Exercise judgment when discontinuing service for non-payment, considering such things as probable effect on property and illness in family.
4. Investigate delinquent final accounts, securing forwarding addresses and other essential information.
5. Report complaints, requests for service, leaks, and other irregularities.
6. Promote good customer and public relations.
7. Prepare records and reports as required.
8. Make minor repairs to equipment used in the performance of assigned duties, keeping the equipment in safe and proper working condition.
9. Assist in training other employees in the performance of assigned duties.
10. May perform other duties as required in higher or lower classifications.
11. May operate equipment in conjunction with the Customer Care System.
12. Transmit all collections to centralized commercial office by money order or bank check.
13. Review computer generated reports for payments posted to delinquent accounts.