



CITY OF KENT JOB DESCRIPTION

COLLECTIONS COORDINATOR

Department: Budget and Finance
Non-Exempt, Unclassified

Reports to: Budget and Finance Director
Updated: June 2024

SUMMARY DESCRIPTION

Under general supervision of the Finance Director, the Collections Coordinator is primarily responsible for all aspects of revenue collection for the City. The Collections Coordinator is expected, when necessary, to interpret policies and regulations of the Department to others. This position is also responsible for maintaining revenue and utility billing reports and records for the City of Kent, as well as certain accounting functions. Work involves responsibility for performing a full range of complex administrative support duties requiring discretion, judgment, and tact.

ESSENTIAL FUNCTIONS

The essential functions of the Collections Coordinator are to assist with accounts receivables, billing and collections duties including, but not limited to: collections of outstanding accounts receivable dollars from all aspects of collections, resolving billing issues, and reducing accounts receivable delinquency. Must be able to correspond using various communication methods to collect revenue in a professional manner while keeping and improving relationships. The position must provide timely follow-up on payment arrangements. The Collections Coordinator also works independently to review, analyze, and make recommendations to ensure optimization of revenue generation and collection from all revenue sources. This is largely accomplished through the incumbent's initiative to create and produce a variety of system-based management reports and logs for regular review and analysis.

Specific functions of this position related to utility billing are comprised of the implementation, coordination, analysis, and oversight of all utility billing related processes for the City. This includes responsibility for all utility billing accounts receivable statement rendering, status review, delinquency enforcement actions, and adjustments. Regular utility billing functions consist of receiving, processing, posting, and reconciling utility billing payment activity for all City water, sewer, storm water, and solid waste customers; entering, updating and verifying applicable rate data for each utility account into billing system; preparing, generating and distributing customers' utility bills; preparation of customer notices for delinquent account enforcement; and coordination with Service Department utility field operations for distribution of shutoff notices, service turn on and turn off actions, leak detection and general maintenance service calls. This position supervises and assists the City's front line utility Account Clerks to ensure smooth and efficient operation in all areas of utility billing. Responsibilities also include assisting customers and employees with related utility billing questions in addition to routine administrative tasks. Based on statistical data from reports, knowledge of projected operational and capital needs for the City's utilities infrastructure, and fiscal performance

status and projections for the Enterprise Funds that fund utility services, prepares and communicates recommendations for rate adjustments to the Finance and Service Directors as well as the City Engineer.

The Collections Coordinator interprets, applies and proposes related administrative policies and procedures to ensure compliance, accuracy and optimization of related revenue sources. Acts to resolve irregularities with such policies and procedures upon detection, providing appropriate management with notification of non-compliance incidents along with recommendations for resolution. This position prepares and proofs letters, statements, reports, memos, minutes, and budgets as necessary; composes correspondence based on knowledge of operations, policies and procedures; and assures accuracy and appropriateness of outgoing literature from the office.

An employee assigned to this position has frequent contact with the public, employees, and various senior staff and Directors of the City. Revenue collection and utility services in the City have various elements, roles, and responsibilities. All functions of collections are spread among multiple departments such as Service, Engineering, Community Development, Law, and Finance. Therefore, it will be essential for this position to coordinate and collaborate as needed with these department Directors. This position will work closely with and assist the City Controller and Finance Director on a regular basis. The position will also be required to perform the monthly bank reconciliations for the Budget & Finance Department. Performs other job-related tasks as required.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

The Collections Coordinator must possess above average communication skills, which include the ability to communicate effectively, both orally, and written. Applicant is expected to establish and maintain effective working relationships with coworkers, City officials, labor unions, and the public; to understand and carry out written and oral instructions; to read and accurately interpret information; not only understand issues at hand but have solutions ready to be discussed with upper management; and to exercise tact and discretion when dealing with confidential information including customer, personnel, and financial matters. Must possess strong customer service and client relationship building skills.

Must possess skills to include proficiency in the use of a personal computer and software applications in the Windows operating system including Word processing, must be above average in utilizing Excel spreadsheets, creating tables that can be shared with corporate leaders as well as internal management, and data management programs; mathematical skills to indicate a minimum of an associate's degree or equivalent competency. Must be willing and able to learn new software applications as necessary. The Collections Coordinator must possess excellent analytical skills and the ability to meet all processing deadlines.

The Collections Coordinator must possess organizational skills to include the ability to coordinate daily office staff activities and prioritize tasks without direct supervision, while performing multiple tasks simultaneously. Must also maintain digital and paper record systems of related fiscal, database, policy and pending work orders as needed.

The Collections Coordinator must be able to prepare meaningful, clear, concise, and accurate reports as needed.

Must have knowledge of, or the ability to quickly learn rules, policies, procedures, City organization, and the City staff. Working knowledge of accounting and collections best practices. Ability to develop a working knowledge of City geography and must be able to learn standard operating procedures as well as to develop and/or apply new procedures as needed. Should possess general understanding of accounts receivable, billing processing, and billable units per utility. Should have working knowledge of or experience with utility service, including but not limited to utilities billable units, billing studies, and rate analysis. Ability to work independently as well as part of a team. Must be willing to take on additional duties as assigned.

NECESSARY EDUCATION, TRAINING, AND EXPERIENCE

Associate degree is required and a Bachelor's degree in Business Administration, Public Administration, or related field is preferred. Minimum of three (3) years of progressive responsibility/experience in a customer billing function, preferably with utility service experience, and/or business/office administration in a public service environment. Any combination of supplemental education, training, and experience which indicates possession of the knowledge, skills, and abilities listed above.

WORKING CONDITIONS

The working environment involves exposure to conditions generally found in an office setting, frequent interaction and verbal communication with City staff and the general public. Primary functions require the use of office equipment, such as computer hardware and software applications, telephones, multifunctional devices, and other various electronics. Sufficient physical ability and mobility are needed to work in an office setting, including standing or sitting for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movements and fine motor skills; and to travel to other locations using modes of private and commercial transportation. May be required to work evening and/or weekend hours in addition to a regular forty (40) hour work week.

SPECIAL REQUIREMENTS

Possession of valid State of Ohio driver's license and driving record sufficient to meet the City's insurance carrier requirements and a valid notary license or must obtain one within six months of becoming a permanent employee.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.

The City of Kent provides equal employment opportunities and does not unlawfully discriminate on the basis of age, race, color, religion, sex, national origin, ancestry, military status, familial status, disability, gender identity, or sexual orientation in all employment practices in accordance with applicable federal, state and local laws.