



Water Works and Lighting Commission
 221 16th Street S, P.O. Box 399 Wisconsin Rapids, WI 54495-0399 (715) 423-6300

JOB DESCRIPTION

Position Title: Accounts Receivable/Customer Service	Department: Office
Reports To: Customer Support Supervisor	Position Classification: Hourly – Non-Exempt
Position Summary	
<p>This position has the responsibility for all aspects of interacting and communicating with the Utility Customers and staff in an effective and courteous manner. This position will assist staff with collection and general billing responsibilities and complaints, assist in answering and routing incoming telephone calls, maintain current customer billing and collection records following the rules and regulations established by the Public Service Commission of Wisconsin and other related duties as assigned.</p>	
Education/Experience	
<p>High School Diploma supplemented with continuing courses in related fields. Two years prior customer service and collection experience or any combination of experience and training which provides the required knowledge, skills and abilities.</p>	
Job Requirements/Skills	
<ul style="list-style-type: none"> • Strong organizational skills. • Strong communications skills. • Excellent interpersonal skills. • Willingness and ability to be a team player. • Ability to remain calm and effective in highly stressful situations. • Good clerical, PC and general office skills. • Experience with Word and Excel. • Knowledge of or ability to learn utility billing systems, procedures and operations. • Previous collection experience preferred but not required. • Knowledge of or ability to learn the rules and regulations of the Public Service Commission of Wisconsin. 	

Essential Functions

- Wait on walk in customers as needed.
- Perform all cashiering functions as related to customer collections.
- Answer customer inquiries and respond to customer complaints as needed. Negotiate deferred payment plans as appropriate.
- Prepare and process disconnect notices, reminder notices, and penalty notices as required.
- Prepare disconnect lists and related door hangers and notices.
- Negotiate budget plans as appropriate.
- Transfer delinquent accounts to the collection agency as required. Interact with social service programs.
- Follow up on delinquent accounts.
- Answer incoming telephone calls and route calls when appropriate.
- Prepare service orders for the customer moves, re-reads, changes, etc. Prepare and type reports and correspondence as required.
- Assist other staff members as requested.
- Other related jobs and duties as assigned.

Physical Requirements

This is an office position with a usual workweek that consists of five eight-hour days with overtime as required.