

PSA COLLECTIONS SPECIALIST
Pulaski County Public Service Authority

Department: Finance

Supervision Exercised: None

Supervision Received: Assistant Finance Director

Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full-Time

Age Requirement: Individual must be at least 18 years of age.

TESTING/SCREENING AND CERTIFICATIONS REQUIRED: Drug & Alcohol Testing, Background Screening, Driver's License & Driving Record Required

Essential Employee: No

Work Hours: Monday thru Friday, 8:00 a.m. until 5:00 p.m.

ESSENTIAL FUNCTIONS: This position involves managing delinquent water, sewer, and refuse accounts while providing excellent customer service. Key responsibilities include identifying overdue accounts, conducting collection efforts via phone, mail, and email, and assisting residents with billing inquiries and issue resolution in a professional manner. Additional roles include Customer Audits, welcome letters, maintaining payment plans, and handling refunds. The specialist conducts skip tracing to locate debtors who have moved, supports participation in the Virginia Debt Set-Off Program to recover debts, and maintains accurate records of collection activities and customer interactions. Compliance with regulations such as the Fair Debt Collection Practices Act (FDCPA) and other applicable state and local laws is essential. In addition to Collections, this position performs routine skilled clerical work with tasks focused on preparation of PSA Accounts Payable. This position will also be cross trained with that of the County Accounts Payable-Receivable Clerk. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

- Contacts customers with debts outstanding for the PSA
- Prepares liens against property owners per policies
- May be required to appear in court to represent the PSA
- Utilizes the debt set-off collection program

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- Issues PSA refunds
- Prepares County property transfer welcome letters
- Creates and processes payment plans within the financial software system
- Prepares PSA Accounts Payable
- Composes correspondence and prepares reports independently or from verbal instructions
- Checks and reviews a variety of data for accuracy, completeness and conformance to established standards
- Answers telephone and provides routine information
- Collects and interprets data for records and reports
- Makes mathematical calculations
- Posts and makes entries in accounting program and other records
- Maintains data bases and mailing lists
- Files various fiscal transaction documents
- Gathers, assembles, tabulates, checks and files financial data
- Collates, sorts and compiles fiscal data in accordance with procedures

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to prepare financial reports accurately, follow complex instructions, analyze data and work effectively and courteously with customers, employees and vendors
- Must be proficient in Microsoft Office
- Must have excellent verbal and written communications skills
- Ability to work independently with minimal supervision
- Ability to operate standard office equipment

ADA REQUIREMENTS: Ability to remain stationary at a desk and operate computer, calculator, typewriter, and other office equipment for periods of up to three hours continuously, ability to read and write and to exchange information, ability to position self to file papers, ability to move up to 50 pounds, dexterity required to operate keypads, push buttons, and switches, ability to work independently in the absence of specific instruction and ability to meet the public courteously and effectively.

EDUCATION AND EXPERIENCE:

- Any combination of education and experience equivalent to graduation from high school, including or supplemented by courses in accounting and computer operations
- Considerable experience in collections processes, accounts payable and clerical work

PROFESSIONALISM AND CONFIDENTIALITY:

- Understand and consistently implement all County and PSA policies and procedures
- Maintain confidentiality with all customers, employees, and vendors transactions and activities
- Share knowledge and assist other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County and PSA

TRAINING AND JOB DEVELOPMENT:

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of County and PSA trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job without accommodation.
- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job with accommodation(s).

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____

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(Please print)

Employee Signature

Date