



VACANT POSITION
Collections Specialist
Utility Billing

Job Purpose: Performs specialized tasks associated with the collection of delinquent customer accounts, closed customer accounts, and water theft accounts.

- Works closely with billing specialist and office manager.
- Assists with MASC's debt set-off program.
- Performs collection and payment arrangement activities for delinquent customer accounts, closed accounts, and water theft accounts.
- Prepares documentation for court cases that involve issues such as meter tampering and water theft.
- Operates various office equipment to include a calculator, computer, cash drawer, copier, mail opener, printer, etc.
- Maintains accurate customer records to track accounts through all phases of collection activity.
- Keeps organized documentation to support collection efforts on customer accounts.
- Demonstrates strong verbal, organizational, research, and writing skills.
- Reviews aging reports for past-due balances as required by the director.
- Collects data and prepare collection reports as needed.
- Performs exceptional service to internal and external customers.

Minimum Qualifications: A high school diploma or equivalent and at least three (3) years of collections experience; or any equivalent combination of education, training, and experience that provides the necessary knowledge, skills, and abilities. Must be highly organized, possess excellent follow-up skills, and demonstrate exceptional oral and written communication abilities. Proficiency in Excel is required.

Deadline to Apply: **Open until filled**
Apply online at www.sumtersc.gov or
mail resume with cover letter along with application to:
City of Sumter Human Resources
21 N. Main Street
Sumter, SC 29150

The City of Sumter is an Equal Opportunity Employer and participates in E-Verify. E-Verify allows participating employers to verify the employment eligibility of their newly hired employees and the validity of their Social Security Numbers. E-Verify is operated by the Department of Homeland Security in partnership with the Social Security Administration.

This Notice is not intended to be an all-inclusive list of duties, knowledge, skills and abilities required to do the job. This is intended only to describe the general nature of the job. A more comprehensive list of duties, responsibilities and essential job functions is available on the job description.