

JOB TITLE: Credit & Collections Representative

DIVISION: Accounts Receivable

DEPARTMENT: Financial Services

REPORTS TO: Accounts Receivable Supervisor

SUPERVISES: None

FLSA STATUS: Exempt

DATE ISSUED/REVISED: July 2016

GENERAL SUMMARY:

The Credit & Collections Representative is responsible for effective customer credit procedures as well as effective, prompt collection of past due accounts receivable for Wright-Hennepin (WH) and its subsidiaries and partnerships. It will require thorough knowledge of WH's rate tariffs to produce accurate and timely invoices for WH and its subsidiaries.

The person holding this position must provide the cooperative and department with quality credit, collection, and computer skills, attain the training, knowledge, and skills to perform the job duties assigned and assure the membership is provided with reliable products and service at competitive prices. Attention to detail, accuracy and timeliness are also requirements.

RESPONSIBILITIES

1. Manage collections of aged receivables
 - a. Knowledgeable of all WH policies and rules of outside regulatory bodies (i.e. Minnesota Public Utilities Commission) as they apply to WH and its subsidiaries to perform consistent, persistent and professional practices when dealing with the delinquent customers.
 - b. Monitor aged receivables and collect with available tools and resources
 - c. Direct correspondence with customers regarding collections of aged receivables
 - d. Manage payment arrangements, deposits, energy assistance guarantees, and collection of non-sufficient checks. Maintain associated records/documentation.
 - e. Order/manage disconnects and reconnects as deemed necessary
 - f. Processes customer payments as received
 - g. Responsible to turn over inactive outstanding debts to collection agency and maintain associated records/documentation.

2. Billing
 - a. Knowledgeable of all WH policies and rules of the Minnesota Public Utilities Commission as they apply to WH and its subsidiaries to perform consistent and professional practices for invoicing of customers.
 - b. Knowledgeable of rate tariffs/pricing of all businesses to assist with the delivery of accurate and timely billings, and payment posting.
 - c. Familiar with all procedures and relationships of the overall billing area functions to follow time-sensitive detailed procedures to perform bill calculation processes for WH and its subsidiaries.
3. Assist other teams as requested by Supervisor
4. Assist with weekly/monthly reporting process as assigned
5. Assist with special projects as requested
6. Research as requested information for Financial Services Department or personnel from other departments
7. Personally up-to-date and informed of the industry, how it affects the position, and the company as a whole
8. Strongly consider attendance at the Cooperative Annual Meeting

Accountability:

Full authority to carry out the duties and responsibilities of the position.

- Accountable to Management for accuracy and efficiency.
- Shall secure approval of Accounts Receivable Supervisor when policies are not clear.
- Will always maintain a positive attitude and keep Co-op business confidential.
- Provide excellent customer service to external and internal customers as requested.

Job Criteria:

Education and Experience

- High School education or equivalent
- Computer and Microsoft Office experience
- Credit & Collection training or equivalent work experience

Key Competencies

- Ability to analyze and make accurate decisions
- Ability to work without close supervision
- Good communication skills
- General knowledge of computer applications
- Knowledge of W-H and associated businesses products
- Self-motivated
- Sound work ethic
- Strong influencing and negotiating skills
- Solid leadership skills
- Team player, able to collaborate to achieve shared goals
- Ability to effectively deal with controversy
- Willing to develop through challenging and meaningful experiences
- Ability to multi-task with excellent attention to detail

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WH Competencies: Must be able to achieve quality results, possess the ability to deal with controversy, possess sound work ethic and strong influencing and negotiating skills, use effective communication skills, be customer driven, and display strong team and leadership behaviors.

Working Conditions – Work in a climate controlled office environment with minimal physical exertion. Activities include work at the computer terminal and interaction with Wright-Hennepin personnel via verbal, written, and computer technology communication.