



- Sort, code, and file correspondence, forms, documents, and other materials numerically, alphabetically, or by other predetermined classifications.
- Make manual arithmetic calculations.
- Use a calculator or spreadsheet to confirm calculations, and compute and verify amounts owed.
- Check records and papers for clerical and arithmetic accuracy, completeness, and compliance with established standards and procedures.
- Utilize a computer and other office equipment to carry out customer service functions.

## QUALIFICATIONS

### Collections Representative I

#### **Knowledge of:**

- Business English, spelling, punctuation, and arithmetic.
- Modern office practices and procedures.
- Office equipment and filing systems.

#### **Ability to:**

- Assemble and organize data and to answer inquiries from such records.
- Make computations promptly and with accuracy.
- Deal with the public tactfully.
- Follow oral and written instructions.
- Operate a computer.

#### **Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

*Education:* Equivalent to the completion of twelfth grade preferably supplemented by business related courses.

*Experience:* None required.

### Collections Representative II

In addition to the qualifications for Collections Representative I:

#### **Knowledge of:**

- Collection and customer service policies and procedures.

#### **Ability to:**

- Work independently in the absence of supervision.
- Use good judgment and make sound decisions in accordance with established procedures and policies.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade preferably supplemented by business related courses.

Experience: One year of experience performing collections work in a public or private sector organization, including account management, telephone collections, and customer service responsibilities.

**MEDICAL CATEGORY:** Group 1

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Collections Representative I

**TO:** Collections Representative II

**TO:** Accounting Technician