



Job Title: Credit and Collections Specialist	Reports to: Billing & Collections Supervisor
Department: Customer Experience	Job Grade: 6
FLSA: Non-Exempt	Union: No
Date: July 2026	GM Approval: _____

GENERAL SUMMARY:

Under general direction of the Billing & Collections Supervisor, plans, directs, and performs functions to ensure timely payments for all departmental services including electric, cable television, Internet and telephone services.

ESSENTIAL JOB FUNCTIONS:

- Plans, organizes, and conducts the credit and collections function consistent with policies, practices and state and federal rules and regulations. Performs credit and collection activity, including collections of accounts through the creation of payment plans. Receives and accounts for past due collection of electric, cable, Internet and telephone funds. Refers eligible customers to state and local agencies for assistance. Assists in management and maintenance of the SELCO "Share the Warmth" program.
- Manages and executes service termination procedures for non-payment of residential and commercial accounts; sends appropriate preliminary and final notices, calls customers as necessary in support of collection activities. Authorizes service termination following established procedures and in compliance with applicable regulations and laws. Coordinates shut-off and reconnects with CSR's and field personnel. Authorizes reconnection of services following disconnect for non-payment. Coordinates recovery of SELCO equipment from customer premises following service termination.
- Reviews unpaid final bills, and engages the services of outside collection agencies as needed. Processes uncollected accounts through IVUE Service. Confers with attorneys, outside collection agencies and others as necessary in support of collection activities.
- Responsible for execution of bankruptcy requirements. Files claims and notifies collection agency.
- Prepares yearly liens to be applied to tax bills.
- Responds to customer inquiries, requests, and complaints within authority, referring unresolved issues to the Billing & Collections Supervisor.



SHREWSBURY ELECTRIC AND CABLE OPERATIONS

YOUR COMMUNITY PROVIDED ELECTRIC & CABLE SERVICES

- Completes month end TRIB process.
- Responsible for updating medical and protected accounts on a yearly basis
- Monitors accounts of fuel assistance customers. Responsible for forwarding all bills to fuel assistance agency on a monthly basis, applying individual payments throughout the winter months, and completing extensive reports for the fuel assistance agency at the conclusion of the heating season.
- Recommends new practices to enhance collection activities.
- Interacts and communicates with other electric and cable department employees on matters relating to credit and collections.
- Files collections of past due amounts from commercial customers, as may be required.
- Notifies customers of returned checks using letters.
- Assist customers in applying for fuel assistance programs and internet assistance.
- Maintains current knowledge of profession through peer association, study, review of literature, and attendance at seminars.
- Regular and reliable attendance is an essential requirement of this position as with all positions. Best efforts should be made when scheduling PTO (paid time off) to avoid being absent during times leading up to and during shut off periods when core job functions are performed.
- May be required to work extended shifts, weekend and overnight hours when the office is staffed 24 hours a day during emergency operations. Provides telephone support during outages and other emergency situations.
- Backs up other Billing & Collections Department staff members during absences or vacations.
- Duties to be assigned by Billing & Collections Supervisor on an as-needed basis.

KNOWLEDGE, SKILLS & ABILITIES:

Ability to recognize organization-wide priorities and work cooperatively to support their accomplishment.

Ability to analyze issues and to develop relevant and realistic plans, programs and recommendations.



SHREWSBURY ELECTRIC AND CABLE OPERATIONS

YOUR COMMUNITY PROVIDED ELECTRIC & CABLE SERVICES

Financial management skills: Ability to utilize customer accounting systems, extract and manipulate customer related records to produce necessary letters and reports.

Expert knowledge of regulations, codes, policies and procedures relevant to the department, division and/or to general public utility administration/management.

Ability to perform detailed work accurately and efficiently within deadlines.

Ability to multitask and prioritize tasks in order to deal effectively with multiple customers simultaneously.

Ability to communicate clearly and concisely with others, both verbally and in writing.

Ability to interact effectively and tactfully with a wide variety of individuals, including customers and other department personnel.

Knowledge of computerized billing applications in the utility environment.

Ability to explain company policies, rates, packages and pricing to customers.

Strong computer skills and the ability to multitask among several computer programs simultaneously. Experienced with Microsoft Office, specifically Excel. Able to generate reports and analysis of collections activity using utility billing and accounting software.

QUALIFICATIONS:

Duties require knowledge equivalent to an Associate's degree in business administration and three to five years of progressively responsible business experience, specializing in credit and collections and/or electric utility customer service, administration, or office operations.

SUPERVISORY RESPONSIBILITY:

None.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Normal office environment, not subject to extremes in temperature, noise, odors, (etc.)

Frequent interruptions to assist customers

May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity

Regular lifting and carrying of files, documents, records, (etc.)



SHREWSBURY ELECTRIC AND CABLE OPERATIONS

SELCO YOUR COMMUNITY PROVIDED ELECTRIC & CABLE SERVICES

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.