

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Collection Clerk

General Office

Collections Processing Department

A. Duties:

Under supervision, follow Company policies and procedures in the process of collecting debtors' delinquent final accounts.

Perform duties such as:

1. Trace debtors' final accounts.
2. Contact debtors via telephone regarding delinquent final accounts to make arrangements for collecting payments according to established procedures.
3. Determine ultimate disposition of final accounts.
4. Maintain bring up files and accounts on debtor.
5. Perform miscellaneous typing and clerical duties.
6. Receive and relay messages.
7. Maintain neat and orderly records and files.
8. Perform duties in accordance with the Company's procedures, practices, and safety rules.
9. Report irregularities and abnormal conditions.
10. Direct the work of one or two employees assigned to assist.
11. Assist in the training of other employees.
12. Perform similar or less skilled work in this classification or, when the diversity of work load requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High school education of the equivalent.
2. Have ability to deal with debtors in an intelligent, tactful and courteous manner.
3. Have ability to operate a computer and other office equipment.

Agreed to by the Company and Union
May 12, 1996 1995

Job No. 1650