

NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job Description

Senior Mail Processing Cash Clerk

General Office

Central Cash Processing

A. Duties:

Under general supervision, assist in the co-ordination and direction of work in the mail processing receipts section.

Perform duties such as:

1. Consolidate processed receipts; prepare bank deposits and related daily and monthly cash reports.
2. Charge back and return NSF check to customer with letter.
3. Investigate and correct payment errors and adjust bank deposits amounts accordingly.
4. Receive and verify Central Cash microfilm.
5. Verify customers rate to process and prepare Certificate of Deposit monies.
6. Receive and make changes of monies and issue proper receipts in connection with payment of customer obligation.
7. Receive and process customers inquiries regarding bill payments.
8. Prepare transactions to correct customers account such as removing late charges and NSF charge backs.
9. Provide auditing with needed information to reconcile bank statements and make corrections if necessary.
10. Originate letters to provide information related to payments on customers account.
11. Prepare transactions as required from the review of the carry around report regarding electronically transmitted payments.

12. Reconcile indexing items to cash payments.
13. Receive and relay messages.
14. Maintain neat and orderly records and files.
15. Perform duties in accordance with the Company's procedures, practices, and safety rules.
16. Report irregularities and abnormal conditions.
17. Direct the work of one or two employees assigned to assist.
18. Assist in the training of other employees.
19. 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. Three (3) months experience as Mail Processing Cash Clerk or the equivalent.
2. Have satisfactorily performed the duties of Mail Processing Cash Clerk or the equivalent.
3. Have the ability to satisfactorily complete cash training.
4. Have the ability to operate a typewriter, computer equipment terminals, calculator and microfilm equipment.
5. Have the ability to deal with the customers in an intelligent, tactful and courteous manner.

Approved by the Company and the Union
January 12, 1995

Job No. 1905