

## **BLACKFEET HOUSING JOB DESCRIPTION**

**Job Title:** Collection Clerk

**Department:** Occupancy

**Reports To:** Occupancy Division Manager

**Summary of Work:** This position is responsible for assisting in locating and notifying tenants of delinquent accounts by mail, telephone, or personal visit to solicit payment. **NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

**Essential Duties and Responsibilities:** Include the following.

- Advise tenants of necessary actions and strategies for debt repayment.
- Arrange for debt repayment or establish repayment agreements.
- Confer with tenants by telephone or in person to determine reasons for overdue payments and to review the terms of lease agreement.
- Locate and monitor overdue accounts, using computers and a variety of automated systems.
- Perform various functions for assigned accounts, recording address changes, completing/maintaining the records of deceased tenants.
- Persuade tenants to pay amounts due on accounts, damages, etc.
- Sort and file correspondence.
- Perform clerical duties.
- Trace delinquent tenants to new addresses by inquiring at post office, Telephone Company, neighbors.
- Must adhere to Blackfeet Housing Vehicle Policy.
- Observe work hours.
- Performs assigned duties.
- Demonstrates punctuality.
- Maintains accurate and timely records.
- Deals tactfully and courteously with the public.
- Adheres to strict confidentiality.
- Other duties as assigned.

**Education/Experience:**

- High School Diploma or GED equivalent required.
- AA in Business Administration or equivalent experience.

**Certificates, Licenses, Registrations:**

- Must have a valid Montana Driver's License.
- 2 years related experience.
- Certificates of any training in the above field.
- Must be able to be insurable on insurance policy.

**Human Contact:**

- Daily contact with:
  - Collection Supervisor
  - Occupancy department
  - File monitor
  - Tenants/community

**Language skills:** This position requires the ability to: communicate effectively orally and in writing; follow verbal and written instructions.

**Mathematical skills:**

- Basic accounting skills
- Knowledge in financial data
- Knowledge of the calculator
- Ability to operate office machinery

**Responsibility for equipment, records, or facilities:**

- Must maintain tenant accounts and records
- Maintain a strict level of confidentiality.

**Financial Responsibilities:**

*N/A*

**Responsibility for safety of others:**

- Ensuring compliance with the Blackfeet Housing and HUD policies.

**Work of Others/Supervisory Responsibilities:**

*N/A*

**Job environment/ hazards:**

- Daily contact with irate individuals.
- Hazardous winter weather travel to remote areas.

**Physical demands:**

- Must be able to conduct all physical requirements with no existing conditions that will restrict you from job requirements.
- Moderate physical demands occasionally involving conflict or possible violent eruptions.

**Mental demands:**

- Must be able to maintain sound judgment under stressful conditions.

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Employee

Date

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Supervisor

Date