

<b>Job Posting #:</b>	12FB02032026	<b>Posting Type:</b>	External
<b>Job Title:</b>	Debt Recovery Payment Processor	<b>Grade/Classification:</b>	102/Non-Exempt
<b>Department:</b>	Debt Recovery	<b>Location:</b>	Fredericksburg, VA

#### Job Description

##### Overview

The Debt Recovery Payment Processor serves as a subject matter expert company-wide but specifically for Finance and Accounting, Member Services, and Engineering departments on any payment processing related issue. This role processes REC Lockbox payments, any payments mailed to REC office locations and handles all wire transfers. Additionally, the Debt Recovery Payment Processor administers REC's serious medical condition certification (SMCC) program. Working closely with the membership, Debt Recovery Investigators, and other Member Services personnel, this position contributes directly to the enhancement of member satisfaction, promoting goodwill within the Cooperative.

##### Role and Responsibilities

- Processes complicated payments received from REC's lockbox, while also distributing correspondence to Member Services personnel as needed.
- Processes payments using a variety of software platforms and tools including monthly electric bills, Contributions in Aid to Construction, etc.
- Prepares and balances the daily cash report for Finance and Accounting.
- Research and resolves unapplied/unidentified member payments and receipts.
- Coordinates with other departments to ensure timely payments and financial accuracy.
- Manages REC's SMCC program, working directly with the membership on applications and annual medical renewals, conducts account/location research and coordinates the collection process.
- Administers REC's Gift of Electricity program.
- Maintains effective communication and coordination with internal and external contacts:
  - Internal: Works closely with the Contact Center Supervisors, Team Leaders, and Regional Member Services personnel daily; consults with Billing, MSRs and Investigators as needed.
  - External: Provides prompt and accurate service to members, lockbox vendor, coordinates with circuit court staff for account research.

##### OTHER DUTIES AND RESPONSIBILITIES

- Serves as a back-up to Debt Recovery Professionals assisting with the initiation of the legal process.
- Manages On-line Utility access permissions for Member Services personnel.
- Reviews all lockbox remittance advice for accuracy to identify errors or questionable data.
- Provides support to system operations during power outages and the contact center during periods of high call volume.
- Performs other duties as assigned.

##### Qualifications and Education Requirements

High School diploma or GED (General Equivalency Diploma) required. Some college or college level courses are desired. The ability to complete REC's internal MSR 8-week training program, to include a working knowledge of required systems in Member Services. At least two (2) years of general office experience is required. At least one (1) year of experience in handling collection functions preferred.

Must be able to maintain confidentiality in performing all job duties and responsibilities and demonstrate considerable skill in effectively working with a variety of individuals under different—and sometimes difficult—circumstances. Professionalism must be exercised in all written and verbal communications with members, regardless of the issue or the member's demeanor. The employee must have a working knowledge of REC's customer information system, outage management system, mapping system, IVR phone system, metering system, and workforce management system, as well as basic computer skills and familiarity with Microsoft Office products, including Outlook, Excel, Word, Teams, and PowerPoint. Additionally, the employee must be able to think critically to solve problems for staff and members, multitask effectively, prioritize workload, and maintain strong attention to detail.

Working hours will be scheduled within Member Services' hours of operation, with occasional extra hours required due to workload, special projects, and training. Availability to work all hours during emergency conditions is required, and the daily work schedule may vary. Occasional overnight travel may be necessary to attend professional development seminars and certification training. The employee also agrees to adhere to and comply with the Cooperative's safety rules, safety policies, and safety procedures, including Red Flag Rules.

#### **HOW TO APPLY**

**Internal Applicants:** Interested parties should submit an internal application via the HR HUB OR resume via [rechhr@myrec.coop](mailto:rechhr@myrec.coop).

**Applicants:** Use our <https://www.myrec.coop/careers> to apply for the opportunity. Please indicate the Job Posting ID **#12FB02032026**

**Deadline: Wednesday, February 18th @ 5:00PM EST**

\*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of personnel so classified