

## **COLLECTIONS OFFICER I**

### **DEFINITION**

Under general direction, to plan, organize, and coordinate the County's collections functions; to supervise assigned staff; to collect and service delinquent accounts for various County Departments; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a single-position classification responsible for planning, coordinating, and carrying out County collections functions. The incumbent works with the Treasurer/Tax Collector and other County fiscal management staff to develop and implement collections policies and procedures.

### **REPORTS TO**

County Treasurer/Tax Collector.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Fiscal and Technical Services Assistant I, II, and III.

## **COLLECTIONS OFFICER - 2**

### **EXAMPLES OF DUTIES**

- Plans, organizes, coordinates, and carries out County Collections functions.
- Works with the Treasurer/Tax Collector and other County fiscal management staff to establish collections policies and procedures.
- Provides supervision, work coordination, and training for other County fiscal staff involved with collection efforts.
- Investigates delinquent accounts for collection of monies due.
- Gathers and investigates financial information from various credit sources.
- Gathers, analyzes, and investigates data regarding delinquent accounts.
- Evaluates background information and determines ability to pay.
- Negotiates payment plans with debtors.
- Obtains requisite documents such as promissory notes, confessions of judgment, and liens to facilitate collection procedures.
- Assembles and prepares evidence for presentation in court.
- Represents the County as plaintiff in Court.
- Obtains service of requisite legal documents for Court actions.
- Arranges Court dates.
- Examines defendants under oath for financial assets and condition.
- Prepares and maintains correspondence with debtors.
- Ensures proper compliance with payment agreements and schedules.
- Interprets and explains laws, policies, and regulations regarding collections.
- Serves legal papers.
- Follows-up on cases until final solution is obtained.
- Recommends adjustment, compromise, or cancellation of collection accounts.
- Maintains and updates fiscal records regarding collections.
- Develops and maintains collection records and reports.
- Designs and creates necessary forms.
- Works with County legal staff in collection efforts.
- Operates office equipment and computers.
- Coordinates collection efforts with other County departments.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and courtroom environment; occasionally works outside; continuous contact with staff and the public.

## **COLLECTIONS OFFICER - 3**

### **KNOWLEDGE OF**

- Principles of collection and obtaining unpaid funds.
- Laws, rules, and regulations governing collection functions.
- Investigation techniques and procedures.
- Account and fiscal recordkeeping methods and procedures.
- Principles of identification, preservation, and presentation of evidence.
- Legal terminology, forms, and procedures.
- Principles of supervision, work coordination, and training.

### **ABILITY TO**

- Plan, organize, develop, and implement the Collections functions of the County.
- Provide supervision, work coordination and training for other staff.
- Conduct investigations related to delinquent accounts.
- Analyze data and determine the financial status of debtors.
- Analyze and interpret laws and regulations related to collection of delinquent accounts.
- Gather, organize, analyze, and present a variety of data and information.
- Prepare and present evidence in court.
- Prepare, clear, concise and accurate records and reports.
- Effectively represent County Collection functions with the courts, the public, and other government agencies.
- Establish and maintain cooperative working relationships.

## **COLLECTIONS OFFICER - 4**

### **TRAINING AND EXPERIENCE**

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Four (4) years of progressively responsible experience in government financial work, including two (2) years of experience in a Treasurer/Tax Collector office or Courts and experience in a position requiring interviewing techniques, investigative methods, collection procedures, and financial recordkeeping.

Previous experience in a lead or supervisory position is desirable.

### **SPECIAL REQUIREMENT**

Possession of a valid California Driver's License issued by the Department of Motor Vehicles.