

COUNTY OF SOLANO
COLLECTIONS OFFICER

DEFINITION

Collects delinquent accounts receivable for a variety of County departments.

CLASS CHARACTERISTICS

This class is characterized by the responsibility to recover delinquent revenues due the County. Incumbents are assigned to handle a caseload of delinquent accounts for one or more County departments/programs. This class is distinguished from Collections Manager by the latter's responsibility to manage the Collection Division operations and activities.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Senior Staff Analyst.

Exercises no supervision.

EXAMPLES OF DUTIES –*Duties may include but are not limited to the following:*

Manages a collection caseload; establishes debtor account records; reviews accounts to determine services provided, delinquent balance and payment history; establishes and implements course of action for collection of moneys owed; locates debtors by contacting next of kin, neighbors, bank of record, previous and/or current employers as well as researching tax rolls, voter registration, court records and other official documents.

Contacts debtors to advise of total debt; sets up appointments to determine financial assets and obligations; establishes and/or modifies a payment schedule; monitors accounts for completeness, accuracy and adherence to payment schedule; prepares collection notices; researches bad checks and arranges repayment; prepares reports of case status for interdepartmental review; closes accounts; in event of failure to pay, returns cases to court or files a claim in Small Claims Court; testifies in court regarding account history.

Coordinates work with Courts, District Attorney's Office, Police Department, Harbor Masters, City and State agencies, Assessor, attorneys, Court Trustees, County Counsel, cities and municipalities and other entities.

Conducts interviews to determine ability to pay fees for services and/or eligibility for court appointed counsel; prepares a report for the court on findings; arranges financial hearings for indigents; appears in court to present testimony regarding applicant financial status.

May be assigned to oversee the work of clerical support staff and/or the work of others providing support to the Collections function.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related

rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Collections of delinquent accounts receivable.

Difficult public contacts; determination of financial assets and obligations.

Legislation, regulations and legal procedures applicable to the enforcement of collections.

Financial interviewing techniques.

Skill to:

Operate office equipment including a personal computer, copy and fax machines and printers.

Drive a motor vehicle.

Ability to:

Understand, interpret and explain laws, regulations and policies governing collection operations.

Make decisions and independent judgments.

Communicate effectively both verbally and in writing with people of diverse socio-economic backgrounds and temperaments; demonstrate tact and diplomacy.

Establish and maintain cooperative working relationships.

Determine the appropriate course of action in emergency or stressful situations.

Understand program objectives in relation to departmental goals and procedures.

Collect and analyze data to establish/identify needs and evaluate program effectiveness.
Draw logical conclusions and make appropriate recommendations.

Prepare narrative and statistical reports.

Comply with laws, regulations and professional practices governing collection and operations.

Maintain accurate records and document actions taken.

Make routine arithmetical calculations.

Maintain confidentiality of information; recognize and respect limit of authority and responsibility.

EXPERIENCE AND EDUCATION/TRAINING

Experience:

Three years of experience in financial interviewing and the collection of delinquent accounts receivable and which demonstrates possession of and competency in requisite knowledge and abilities.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Possession of, or ability to obtain, a valid Class C California Driver's License is required.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. May involve prolonged standing.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a risk of minor injury or illness.

Director of Human Resources

Revised Date: November 2002

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BOS Date: June 30, 2003

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