

COLLECTIONS OFFICER II

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 the advanced working level of this 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; develops and maintains collections system in compliance with new regulations and laws.

REPORTS TO

County Treasurer/Tax Collector.

CLASSIFICATIONS DIRECTLY SUPERVISED

Treasurer/Tax Specialist I and II

COLLECTIONS OFFICER II - 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.

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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.

TRAINING AND EXPERIENCE

Two (2) years of experience equivalent to that of the Collections Office I with Plumas County.

Two (2) years previous experience in a lead or supervisory position.

SPECIAL REQUIREMENT

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.