

# COLLECTIONS OFFICER



## **Description:**

Under general supervision, is responsible for the investigation, location of responsible persons, and collection of delinquent revenues due to the County Fire Department; performs related duties as required.

## **Distinguishing Characteristics:**

This is the fully qualified working level in the Collections Officer series and is characterized by its responsibility for the investigation, location of responsible persons, and collection of delinquent revenues due the County Fire Department. Collections Officer is distinguished from Supervising Collections Officer by the latter's responsibility for full supervision over a unit performing collections activities.

## **Duties may include, but are not limited to:**

1. Collects delinquent revenues by correspondence and personal contacts with individuals involved.
2. Investigates and analyzes accounts due to determine proper settlement.
3. Arranges for account payments, establishes payment schedules, collects and receipts money.
4. Recommends court actions, seizure of property, and/or attachment of liens when accounts cannot be collected by other means.
5. Processes and interprets ambulance transport forms.
6. Works with insurance companies to establish claims and assure payment.
7. Prepares and processes court and other legal documents.
8. Represents County Fire in Small Claims Court.
9. Provides vacation or temporary relief as required.
10. Provides other duties as required.

## **Typical Qualifications:**

Three years of experience in a collections, credit, loan, or closely related office which included responsibility for investigating, recommending and expediting legal action against delinquent accounts. Requires both strong organizational and telephone communication skills. Requires prior training or experience using Microsoft Word and Excel.

Must possess a valid Class "C" California Driver's License at time of appointment.

## **Health and Physical Condition:**

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

**The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.**

**Job Code:** 43026

**Salary Range:** N25

**Representation Unit:** Non-Represented

**Last Updated:** 9/28/09