

# SENIOR COLLECTIONS OFFICER



## **Description:**

Under general supervision, plans, coordinates and supervises the work of a staff involved in the collection of delinquent revenues owed to the county; performs related duties as required.

## **Distinguishing Characteristics:**

This is the highest level in the Collections Officer Series and is characterized by supervisory responsibility for a Collection Unit and assigned staff.

Positions in this class report to the Supervising Fiscal Technician II.

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

1. Supervises, evaluates, assigns staff and participates in hiring and disciplinary actions.
2. Directs a variety of collection and collection related activities involving planning and coordinating the activities of a collection unit with specialized collections functions.
3. Supervises the follow up of delinquent accounts including sending notices, interviewing or correspondence with debtors, responsible relatives, attorneys, employers, insurance companies, or other responsible parties in order to collect delinquent accounts, secure payment agreements, insurance assignments or unsecured property or transient occupancy taxes.
4. Trains employees in the most effective use of collection techniques, evaluation of credit history, and financial statements, computations of reimbursement amount and determination of ability to pay, establishment of payment plans, and reassessment of delinquent accounts; assists Account Representative with electronic billing systems.
5. Serves as resource person. Advises and recommends most effective collection techniques on difficult cases. Resolves problems, interprets policies and legal requirements, and develops new policies and procedures to facilitate collections actions and comply with legal codes.
6. Reviews and makes final recommendations for suspension, modification garnishment, legal action, assignment to collection agencies, or other appropriate action on uncollected accounts.
7. Advises and recommends most effective collection techniques on difficult cases; resolves difficult cases as referred by subordinates.
8. Prepares and processes court and other legal documents; prepares necessary correspondence to customers, outside agencies and management.
9. Investigates and analyzes accounts due to determine proper settlement and secures payment agreements; collects delinquent revenues by correspondence and personal contacts with individuals involved; arranges for account payments, established payment schedules, collects and receipts monies.

10. Works with insurance companies to establish claims and secure assignments.
11. Recommends and follows up on court actions to collect and satisfy judgments; represents County Fire in Small Claims court for collection of delinquent accounts.
12. Prepares weekly, monthly, quarterly, and annual reports for supervisors and managers as required.
13. Resolves problems, interprets policies and legal requirements.
14. Recommends policy changes based on most recent federal or state regulations.
15. Provides vacation or temporary relief as required.
16. Provides other duties as required.

**Typical Qualifications:**

Four (4) years experience working in collections, credit, loan, or closely related office, which included responsibility for investigating, recommending and expediting legal action against delinquent accounts. One year of the required experience must have been performing in a supervisory capacity. 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:** 40034

**Salary Range:** N27

**Representation Unit:** Non-Represented

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