

# COLLECTIONS OFFICER/TRAINEE



## **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:**

**Collections Officer:** 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.

**Collections Officer Trainee:** This is the trainee level of the series. Incumbents work under well-established guidelines and supervised assignments to develop sufficient knowledge and experience to qualify for advancement to the Collections Officer level.

## **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:**

### **Collections Officer:**

Three (3) 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.

Substitution: Eighteen (18) months performing as a Collections Officer Trainee with the San Bernardino County Fire Department.

Must possess and maintain a valid Class "C" California Driver's License.

**Collections Officer Trainee:**

Two (2) years of experience collecting on delinquent accounts via phone or personal contact with responsible parties and/or accounts receivable/accounts payable experience handling a variety of AP/AR related tasks including: research of billing accuracy, dispute resolution and payment processing. Courses in medical terminology highly desirable.

Must possess and maintain a valid Class "C" California driver's license.

**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:** Varies

**Salary Range:** Collections Officer-N25, Trainee-N21

**Representation Unit:** Non-Represented

**Last Updated:** 11/15/10