



**CITY OF SANTA CRUZ
REVENUE COLLECTIONS SPECIALIST**

Reports to: Finance Manager
Supervises: May provide lead direction to lower level clerical positions.
Bargaining Unit: Service

BASIC FUNCTION

Under general supervision, performs a variety of administrative and accounting duties as necessary in the collection of delinquent receivables due to the City; negotiates and establishes collection plans; recommends legal action and processes litigation of delinquent accounts; assists with processing liability claims against the city and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent classification assigned to collect delinquent payments due to the City and assist with processing liability claims. The work entails extensive contact with debtors, attorneys, and a variety of public and private agencies to obtain information on debtors' assets, ability to pay, and location. The incumbent is responsible for assessing and determining collection action plan to be taken in each case including recommending legal actions.

TYPICAL DUTIES *(May include, but are not limited to those duties listed below)*

- Plans, organizes, coordinates a centralized revenue collections program; creates city-wide collection procedures.
- Analyzes and determines procedures for new collection accounts; investigates accounts to determine assets, ability to pay and location of debtor or responsible relatives.
- Represents the City in collection matters in court and testifies on facts and actions related to individual accounts; attends and testifies at administrative hearings and bankruptcy hearings as necessary.
- Determines and pursues subsequent methods to use for collection of judgments in accordance with the governing laws; may initiate or coordinate the extra-judicial proceedings such as the recording or release of liens, bank levies and bankruptcy claims.
- Contacts originating department for additional information as needed.
- Effects the collection of accounts through personal interviews, explaining legal requirements and obligations, agreements to repay, correspondence, legal action, or other recovery methods; negotiates and establishes payment schedules, obtain funds including through responsible relatives or other means, monitors accounts for compliance of payment agreements.
- Conducts site visits for evidence gathering and/or verification of compliance orders.
- Maintains account records, including contacts, correspondence, payments, documents, and legal actions initiated or taken; gathers and assembles necessary supporting documents.
- Refers cases to legal advisors for appropriate action when needed; coordinates disputed cases with legal counsel.
- Maintains current knowledge of changes in laws regarding collection practices and Small Claims Court procedures.

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- Interprets and explains provisions of laws, rules, and regulations regarding collections and Small Claims Court litigation proceedings.
- May train and advise staff in the techniques and functional responsibility of collections and related procedures.
- Sets up and maintains risk management claim files; requests reports and information from departments as needed; prepares notices, reports and correspondence.
- Reviews liability claims and assist in the investigation of the facts surrounding the claim; may contact doctors, attorneys, or claimants to obtain necessary information and documents pertaining to claims.
- Researches and prepares a variety of risk management program reports, including schedules, loss runs, summaries, statements, technical data, and other reports pertaining to risk management activities.
- Explains provisions of laws and regulations regarding risk management.
- Prepares and submits data entry records; checks computer printouts for accuracy and makes necessary corrections; may enter various data or records into computer system through standard computer terminals.
- Sets up and maintains filing systems; maintains and balances controls and logs; compiles, prepares and types various monthly, quarterly and annual reports related to duties assigned.
- Responds to phone and in-person inquiries concerning assigned responsibilities; provides information; researches and resolves complaints and problems, does preliminary research on new programs.
- May type correspondence, reports, records, and other documents as assigned and compose routine reports and correspondence independently.
- May coordinate projects with other divisions or departments as related to area of responsibility.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

MINIMUM QUALIFICATIONS

Knowledge:

- Collection and investigative techniques.
- Pertinent laws, regulations, and code relating to collections.
- General legal terms and working knowledge of Small Claims Court procedures and litigation process.
- Methods and techniques used to determine financial assets effecting collections.
- Financial record keeping and billing procedures.
- Terminology and systems used in the collections of accounts.

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- Sources of information used in locating individuals and assessing individual's financial status.
- Standard legal procedures applicable to collection of delinquent accounts and enforcement of judgments.
- Modern office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Abilities:

- Understand, explain, and apply laws, rules, and regulations pertaining to the legal collection of funds.
- Prepare and maintain clear and accurate records, reports, and correspondence.
- Write and speak clearly and effectively.
- Make basic mathematical computations accurately.
- Effectively organize assigned tasks and work within deadlines.
- Diplomatically handle difficult customer relations.
- Maintain confidentiality.
- Acquire the knowledge needed to understand and explain laws, policies, regulations, and guidelines pertaining to risk management and related matters.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Process detailed paperwork in accordance with specific procedures and policies.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in difficult customer relations situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of education or experience that provides the above knowledge, skills and abilities shown is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school graduation or tested equivalent and
- Two (2) years of experience involved in the collection of delinquent accounts, which must have included interviewing clients and establishing repayment plans, and
- One (1) year of formal fiscal-clerical, insurance, accounting, or claims adjusting reporting experience.

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LICENSES AND CERTIFICATES

- Possession and continued maintenance of a valid California driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS

- Experience with, or knowledge of, the Fair Debt Collection Practices Act (FDCPA) and the Fair Credit Reporting Act (FRCA).

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