CITY OF GLENDALE

TITLE:	**Collections Representative**	**CLASS CODE:**	**325**
REPORTS TO:	**Revenue Recovery Supervisor**	**GRADE:**	**21**
DEPARTMENT:	**Finance**	**FLSA:**	**N**

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Performs duties related to collection of delinquent and inactive accounts from City programs including Tax and License, Utilities, Sanitation, Retiree Insurance, Damage claims, Recreation, and others as needed.

ESSENTIAL FUNCTIONS:

1. Monitors accounts to determine delinquencies and selects accounts to be worked for collection based on length and amounts of delinquency.
2. Contacts delinquent customers by phone, letter or in person in an effort to collect on delinquent accounts.
3. Responds to customer questions on delinquent accounts and makes payment arrangements.
4. Researches billing and payment history of active and inactive accounts and establishes accuracy of account balances.
5. Presents evidence at the State Liquor Board, registrar of contractors, abatement and revocation hearings.
6. Reviews accounts and implements lien procedures.
7. Conducts skip traces to locate owners of delinquent accounts.
8. Prepares statistical reports on collection activity and effectiveness.
9. Determines ownership of property for water billing accounts and determines account adjustments.
10. Forwards delinquent accounts to collection status and follows up on collection activity.
11. Acts on business and personal bankruptcy information related to delinquent taxes, water and miscellaneous accounts to insure the city's interest is served.
12. Develops and recommends modifications to the collection system, procedures and accounting/cash handling procedures.
13. Coordinates collection activities with the City Attorney's office.
14. Develops a collections data master file, and automatic billing system for delinquent accounts.
15. Develops an amnesty program for delinquent tax accounts.

SECONDARY FUNCTIONS:

16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Laws and ordinances applicable to collections.
Sound business practices related to cash handling.
Bankruptcy and lien laws as they apply to the collection process.
Sound customer service principles and procedures.

Skill in:

Influencing, negotiating and defusing difficult situations.
The use of computers.

Ability to:

Work independently and persistently in the collection of accounts.
Work with individuals in conflict situations by maintaining a calm professional manner.
Interpret applicable laws.
Prepare accurate and concise reports.
Communicate effectively verbally and in writing.
Establish and maintain effective working relationships with business, other municipalities, City staff and the public.

WORKING CONDITIONS:

Office setting. May occasionally handle difficult collection efforts outside the office.

MINIMUM QUALIFICATIONS:

Two years of college course work in business or related field and two years experience in collecting delinquent accounts.
Any combination of training and experience that provides the required knowledge, skills and abilities is qualifying.

SPECIAL REQUIREMENTS:

Arizona Driver's License.