

SUPERVISING REVENUE RECOVERY OFFICER**DEFINITION**

Under general supervision, supervises the work of Revenue/Recovery staff; investigates and pursues the collection of delinquent accounts involving all revenues due to the County; performs or oversees complex and varied office and field work; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the first full supervisory classification in the Revenue Recovery Officer classification series, responsible for planning, organizing, supervising and reviewing the work of Revenue Recovery Officers and support staff. In addition, incumbents are responsible for performing the full range of duties of a Revenue Recovery Officer classification series, including but not limited to identification of debts owed, assessment of debtor ability to pay, pursuit of legal enforcement measures, collection in full of amounts due, and tracking of collection results. This class is distinguished from the Senior Revenue Recovery Officer in that the latter is a working lead classification.

EXAMPLES OF DUTIES (Illustrative Only)

- Supervises Revenue Recovery division staff and activities; plans, schedules and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.
- Participates in the hiring of assigned staff; trains staff in County and departmental policies and procedures.
- Evaluates employee performance, counsels employees and effectively recommends initial discipline and other personnel decisions.
- Reviews and analyzes Revenue Recovery practices for compliance; recommends improvements.
- Collects and enforces collection efforts of current and delinquent revenues through personal interviews, agreements to repay, correspondence, legal action and/or other recovery methods.
- Recommends and assists in development of office procedures and teleconsulting standards.
- Presents Small Claims Court actions and files a variety of court documents.
- Interview debtors to determine their financial ability to pay; corresponds with debtors to elicit payments and explain County policies and legal requirements.
- Maintains accurate records and reconciles accounts receivable; tracks and monitors monthly collection costs.
- Coordinates collection work with office support and fiscal staff to maintain accurate records.
- Obtains information on and locates debtors with delinquent accounts using skip tracing techniques, including internet sites, credit reports and information from various governmental agencies.
- Meets department and County collection goals; assists in development of improvements for revenue collection procedures.
- Recommends adjustment, compromise or cancellation of accounts when undue financial hardship would occur.
- Persuades debtors to make voluntary payments on accounts; sets up payment schedules; appears in court for small claims actions.
- Prepares memoranda, letters, forms, data processing documents and legal documents, following established formats; communicates effectively both verbally and in writing.
- Maintains current knowledge of state and federal laws related to the collection process; researches law related to specific situations and determines applicability.
- Demonstrates expertise in handling difficult and sometimes recalcitrant customers and maintains effective working relationships with courts, County Counsel and other County agencies, credit agencies and the public.
- Coordinates County collection efforts with those of public and private agencies.

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to the job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Supervisory principles and practices, including work planning and evaluation and employee training and discipline.
- Principles, procedures, techniques and sources of information related to collections and credit investigation work.
- Laws, regulations, ordinances and codes related to the legal collection of debts, probate, seizure of property, real property transactions and bankruptcy.
- Basic accounting and financial record keeping principles and practices.
- Principles and techniques for dealing with clients and the public, often in situations that may be difficult or confrontational.
- Office practices and procedures, including the operation of standard office equipment, personal computers and software related to revenue recovery.
- Correct English usage, including spelling, grammar and punctuation.
- Business letter writing and the standard format for typed materials.
- Revenue generating strategies and customer complaint resolution.
- Court procedures related to collections.
- Business arithmetic.

Skill in:

- Planning, assigning, supervising, reviewing and evaluating the work of others.
- Training others in work procedures.
- Gathering information through interview and investigative work, evaluating data, drawing valid conclusions and determining cost-effective strategies for collecting accounts.
- Explaining legal provisions and County policies regarding current and delinquent accounts and effectively persuading individuals to meet their obligations.
- Organizing and maintaining accurate revenue and collection records and files.
- Using initiative and sound independent judgment within established guidelines.
- Teleconsulting, rapport building, profiling, overcoming objections and effective persuasion.
- Operating standard office equipment, including a computer terminal and centralized telephone equipment.
- Making accurate arithmetic calculations.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Preparing clear, concise and effective reports, legal and technical documents, and corresponding effectively, both verbally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of the work, often in stressful situations.

Other Requirements:

Specified positions may require possession of a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis.

Education and Experience:

Possession of a Bachelor's degree from an accredited college or university in accounting, finance, business administration, economics, or a closely related AND two years of experience in collection of delinquent accounts with at least one year at a supervisory or working lead level.

OR

One year of experience in the County of El Dorado as a Senior Revenue Recovery Officer.

OR

Five years of experience in collection of delinquent accounts with one year at supervisory or working lead level.

NOTE: The above qualifications are typically accepted ways of obtaining the required knowledge and skills.