



SR. REVENUE RECOVERY OFFICER

DEFINITION

Under general direction, assigns, directs, and reviews 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, including 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; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level and less experienced staff.

CLASS CHARACTERISTICS

This is the advanced/lead-level classification in the Revenue Recovery Officer class series. Incumbents work under general direction and exercise a high level of discretion and independent judgment in performing the full range of routine to complex investigation and collection of delinquent revenue due to the County. Incumbents also provide lead direction to technical and administrative support staff. In addition, incumbents are responsible for performing the full range of duties of a Revenue Recovery Officer II, 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.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides lead direction, training, and work review and evaluation to Revenue Recovery staff; organizes and assigns work, sets priorities and follows up to ensure coordination and timely completion of assigned work.
- Provides input into selection decisions and other personnel decisions.
- Collects and enforces collection efforts of current and delinquent revenues through personal interviews, agreements to repay, correspondence, legal action, and/or other recovery methods.
- Reviews and analyzes Revenue Recovery practices for compliance; recommends improvements.
- 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 receivables; tracks 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, and data processing 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, other County agencies, credit agencies, and the public.
- Coordinates County collection efforts with those of public and private agencies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Principles and practices of leadership.
- 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 recordkeeping principles and practices.
- Principles and techniques for dealing with clients and the public, often in situations that may be difficult or confrontational.
- Business letter writing and the standard format for typed material.
- Revenue generating strategies and customer complaint resolution.
- Court procedures related to collections.
- Business arithmetic.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, and coordinate the work of professional, technical, and administrative support staff.
- Provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Train others in work procedures.
- Gather information through interviews and investigative work, evaluate data, draw valid conclusions, and determine cost-effective strategies for collecting accounts.
- Explain legal provisions and County policies regarding current and delinquent accounts, and effectively persuade individuals to meet their obligations.
- Organize and maintain accurate revenue and collection records and files.
- Use initiative and sound, independent judgment within established guidelines.
- Make accurate arithmetic calculations.
- Prepare clear, concise and effective reports, legal and technical documents, and correspond effectively, both verbally and in writing.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and

- standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by 15 semester units in accounting, finance, business administration, economics, or a closely related field;

AND

One (1) year of experience in the County's class of Revenue Recovery Officer II; or

Four (4) years of experience in collection of delinquent accounts.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.