



REVENUE RECOVERY OFFICER I/II

DEFINITION

Under immediate or general supervision, investigates and pursues the collection of delinquent accounts involving all revenues due to the County; performs complex and varied office and field work related to collections activities, delinquencies collected, and assigned account balances; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from a Revenue Recovery Supervisor. Exercises no direct supervision over staff. May provide training to less experienced staff.

CLASS CHARACTERISTICS

Revenue Recovery Officer I: This is the entry-level classification in the Revenue Recovery Officer class series. Initially under close supervision, incumbents learn and perform routine collections, reporting, and recordkeeping. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Revenue Recovery Officer II: This is the fully qualified journey-level classification in the Revenue Recovery Officer class series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently and under less supervision than the I-level, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is further distinguished from the Sr. Revenue Recovery Officer in that the latter provides technical and functional direction to lower-level staff and is responsible for the more complex work.

Positions in the Revenue Recovery class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, and conducts collections of assigned delinquent and other receivable accounts; sends collection letters; meets with and/or makes telephone contact with responsible parties.
- Performs skip tracing to locate responsible parties through employers, relatives, friends, postal officials, and creditors.
- Obtains financial statements, determines ability to pay, and negotiates payment schedules; may establish eligibility for third-party reimbursements; makes recommendations regarding relief from accountability.

- Performs field work related to the collection of past due accounts.
- Pursues the application and claiming process with individuals to ensure third-party reimbursement when necessary.
- Receives, receipts, and posts payments to appropriate accounts; maintains and balances accounts; verifies account balances; calculates interest due.
- Prepares non-compliant accounts for legal action, including locating and determining value of assets; initiates and coordinates enforcement actions in court with County Counsel when necessary.
- May prepare and issue memoranda of costs, writs of execution, applications for earnings withholding, letters of instruction, abstracts of judgment, acknowledgments of satisfaction of judgment, and other court paperwork as required.
- Processes wage garnishments as necessary.
- Testifies in court to verify information obtained during investigations; may schedule hearing and court dates and file necessary paperwork with the court.
- Communicates with and coordinates collection activities with law enforcement personnel, court personnel, other County departments, credit bureaus, and other collection agencies as necessary.
- Maintains all records with accuracy and completeness, and in accordance with County records retention policies and procedures.
- Compiles and maintains various reports, including statistical reports on monthly activity, time utilization, and progress of collection activities.
- Receives and responds to inquiries from other County departments, the public, and other agencies.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge of:

- Recordkeeping principles and procedures; report preparation and filing systems and methods.
- Business arithmetic and basic financial and statistical techniques.
- Current collection procedures, laws, regulations, and legal procedures applicable to the collection of delinquent accounts.
- Principles, practices, and techniques used in interviewing to obtain factual information.
- Types of delinquent and receivable accounts; collection, billing, claiming, and third-party eligibility procedures.
- County and department policies and procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to county financial operations.
- Principles and practices of financial and statistical recordkeeping.
- Legal and court forms, fines, and processes related to collections activities.
- 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:

- Understand and follow complex oral and written instructions.
- Perform moderately complex and/or specialized clerical accounting and bookkeeping work with speed and accuracy.
- Make mathematical computations quickly and accurately.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Utilize customer service and interpersonal skills to communicate with debtors in person and over the telephone.
- Conduct effective interviews to obtain, listen, abstract, and synthesize pertinent information from a variety of individuals.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Collect delinquent accounts and negotiate payment schedules.
- Collect, analyze, evaluate, and process applicable information.
- Prepare reports and maintain financial and statistical data.
- Perform work effectively, despite frequent interruptions and the pressure of deadlines.
- Enter data and information into computers accurately and in a timely manner.
- 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.
- 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.

Revenue Recovery Officer I:

Equivalent to graduation from high school;

AND

One (1) year of experience in collection of delinquent accounts, which must have included interviewing clients and establishing repayment plans. Experience in processing more than 500 accounts aged beyond 180 days is highly desirable.

Revenue Recovery Officer II:

In addition to the above, two (2) years of experience in the collection of current and delinquent accounts at a level equivalent to the County's class of Revenue Recovery Officer I;

OR

Two (2) years of journey-level experience performing debt collection and investigation work for a government agency, finance company, corporate department specializing in the collections function, or collection agency that includes legal and cost effectiveness analyses as they relate to the 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 in the field, use of standard office equipment, desktop computers; vision to read printed material and digital displays; cognition to accurately identify collections by type, execute collections techniques; compile and analyze related data; and, hearing and speech to communicate in person, before groups including formal civil proceedings and court rooms, and over the telephone. This is a both a sedentary office classification requiring standing and walking between work areas and an active field classification requiring the agility to move about safely in a variety of industrial, commercial, retail, and residential environments; and use of an automobile and driving long distances. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with 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 and controlled temperature conditions, and partially in the field where they are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and road hazards. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.