



MARCH 2019
FLSA: NON-EXEMPT
Bargaining Unit: GE
JCN: 3701/3702

REVENUE RECOVERY OFFICER I/II

DEFINITION & DISTINGUISHING CHARACTERISTICS

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.

Distinguishing Characteristics:

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 of the revenue recovery series. Initially under close supervision, incumbents ~~handle more~~ learn and perform routine ~~cases while learning County revenue recovery and collection~~ 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 becoming familiar with a variety of departmental systems and practices. Incumbents are~~ 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 ~~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.~~ As experience is gained, duties become more diversified and are performed under more general supervision. This class is ~~alternately~~ more complex work.

Positions in the Revenue Recovery class series are flexibly staffed ~~with Revenue Recovery Officer II and incumbents may advance to the higher~~ and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience ~~and gaining~~

~~proficiency~~, which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

~~Revenue Recovery Officer II is the journey level class of this series, fully competent to perform the full range of revenue recovery duties. Incumbents are expected to independently perform technical and complex revenue recovery duties.~~

EXAMPLES OF ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

Collects

- ~~Plans, organizes, and enforces~~conducts collections of assigned delinquent and other receivable accounts; sends collection efforts of current and delinquent revenuesletters; meets with and/or makes telephone contact with responsible parties.
- ~~Performs skip tracing to locate responsible parties through personal interview, agreements to repay, correspondence,~~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 and/or other recovery methods, 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:

~~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 amounts receivable.~~

~~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.~~

~~Maintains records of seizure and sale actions.~~

~~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~~

➤ 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 courts, County Counsel, credit agencies and the public.~~

~~Functions as County Hearing Officer in revenue recovery cases.~~

- ~~Coordinates County collection efforts with those of public and private agencies contacted in the course of work.~~

~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~

~~Performs related work as assigned.~~

MINIMUM QUALIFICATIONS

Education and Experience:

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.~~

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 a large portfolio~~ 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.

Other Requirements:

~~Specified positions may require possession of a valid driver's license.~~

Knowledge of:

~~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:

~~Organizing and maintaining accurate revenue and collection records and files.~~

~~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.~~

~~Preparing clear, concise and effective reports, legal and technical documents, and corresponding effectively, both verbally and in writing.~~

Ability to:

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~~Gather information through interview 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.~~

~~Use initiative and sound independent judgment within established guidelines.
Use tact, discretion, initiative and independent judgment within established guidelines.
Establish and maintain effective working relationships with those contacted in the course of the work, often in stressful situations.~~

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/PHYSICAL DEMANDS

~~The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.~~

Environment:

~~Work is primarily performed indoors in an office environment, with frequent exposure to noise levels and infrequent exposure to radiation/microwave.~~

Physical:

~~Primary functions require sufficient physical ability to work in an office environment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, use of wrist and arm motion, use of both hands, use of all fingers, ability to grasp and hold, lifting, carrying, pushing and pulling of equipment and tools weighing up to 15 lbs, stress of deadlines and interpersonal conflict. **Occasional** reaching, upward/downward/side-to-side flexion on the neck. **Infrequent** walking, bending and stress of emergencies.~~

HISTORY

JCN: 3701— Revenue Recovery Officer I, 3702

Created: AUG 1990

Revised: JUL 2013 - HRD

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.