

COURT COLLECTIONS SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Court Collections Specialist conducts in person interviews, reviews economic and legal information, establishes financial payment arrangements, completes skip tracing through numerous sources and performs collections activity on past due dockets. The Court Collection Specialist rotates duties between telephone collection activity, from counter interview activity and related duties as required.

Distinguishing Features: A Court Collection Specialist must thoroughly understand the procedures and processes of the Collections department in order to interact effectively with the public, City Prosecutor's staff, law enforcement personnel, attorneys, governmental agencies and other City employees. The interpersonal communications in this classification requires considerable diplomacy, tact, patience, negotiation skills, and professionalism when providing information and explanations concerning court rules, state statutes, City ordinances, and general court processes. Employees in this classification are expected to exercise professional discretion while performing day-to-day activities independently within established guidelines and procedures with minimal supervision. This classification is expected to routinely handle difficult private and public contact situations and exercise initiative and independent judgment in determining appropriate collection methods, as well as thorough attention to detail in ensuring the accuracy and completeness of the work product. This classification receives general supervision from a Court Supervisor and Lead Court Collections Specialist through meetings, reports, and conferences regarding volume, accuracy, and timeliness of work completed. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. A minimum of two years of high-volume telephone collections and skip tracing experience.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience dealing with customers in person is preferred. Bilingual (English/Spanish) speaking skills are highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Explains policies and operating procedures related to assigned work. Interacts with City Prosecutors, City Magistrates, and coworkers to establish and maintain effective working relationships. Interacts with the public in a challenging environment in a professional manner to ensure clarification of court procedures and related legal requirements. Prepares memos and letters in communicating with other employees, management, and the public. Inquires into sensitive economic and other personal details in order to determine financial payment arrangements. Provides information to City Magistrates regarding defendant information, recommendations and justifications for establishment of a payment schedule. Enters detailed documentation of all collection efforts and contacts.

Manual/Physical: Processes, records, types, and researches court documents and computerized data. Operates a variety of office equipment. Enters narrative and statistical information into a computerized records system to update the court system records and generate various documents. Obtain information and complete online forms from a computerized records system. Prepares various forms, tabulates activities for statistical purposes, and files reports and forms for court records. Must have the ability to move light objects weighing up to 20 pounds. Meets scheduling and attendance requirements.

Mental: An applicant must possess the skill sets to learn computerized processes and work in an automated environment. Applies policies and operating procedures to complete work assignments. Interprets policies, and operating procedures related to an assigned area. Understands court procedures related to a variety of violations and activities. Reviews financial and other computer transactions and file records/logs on a case to ensure that computer and file records correspond and when errors are identified, routes the file accordingly. Prioritizes work assignments. Attends to details to ensure the correct forms are completed accurately. Makes mathematical computations rapidly and accurately. Interprets information provided by the defendant, reviews financial information to determine a defendant's ability to pay and establishes financial payment arrangements. Maintains a log to record work accomplished and results. Analyzes data returned from skip tracing resources such as: credit reports, Motor Vehicle Division (MVD) reports, Coles Directory, City of Mesa utility accounts, and the City of Mesa Police Information Management System (PIMS).

Knowledge and Abilities:

Knowledge of:

municipal court fines and warrant systems;
the policies, operating procedures, and guidelines of the work unit;
generally accepted collection methods and procedures;
basic bookkeeping methods and practices; and
the automated court system and Automated Court Information Systems Tracking (ACIST).

Ability to:

resolve collection issues;
deal tactfully with citizens under stressful conditions; and
establish and maintain effective working relationships with coworkers, management, bondsmen, attorneys, employees from other departments, outside agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CS3975.DOCX (Full-time)

EEO-A/S

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 42

IND-8810

SWORN-No