

LEAD COURT COLLECTIONS SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: A Lead Court Collections Specialist is responsible for providing lead supervision to Court Collections Specialists. The primary responsibilities for this class include: training staff members; evaluating leave of absences requests; scheduling to ensure coverage for the assigned division; timekeeping; assisting with daily operations; reviewing the work of subordinates; providing input on staff members' performance appraisals; working with the supervisor to address staff issues; preparing/modifying work procedures as needed; and preparing agendas and conducting staff meetings. This position is responsible for performing related duties as required.

Distinguishing Features: A Lead Court Specialists must thoroughly understand the procedures and processes within the assigned division in order to interact effectively with the public, City Prosecutor's Office, law enforcement personnel, attorneys, governmental agencies, and other City employees. The interpersonal communications in this classification requires considerable tact, patience, 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, with minimal direction, while performing day-to-day activities within established guidelines and procedures. This classification differs from the Court Collection Specialist class by having decision-making responsibility over the day-to-day operations, assignment of tasks, report preparation, and administrative responsibilities for the technology utilized in the respective divisions. This classification receives general supervision from a Court Supervisor through meetings, reports, and conferences regarding volume, accuracy, and timeliness of work completed. An employee in this class may be required to work holidays and/or weekends. This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualification(s) Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) telephone collections experience or one year as a Court Specialist with the Mesa Municipal Court and two years telephone collections and skip tracing experience.

Special Requirement(s). 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 Qualification(s). None.

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: A Lead Court Collections Specialist provides technical expertise to staff members on processes, procedures, and systems, and is the initial contact for staffing issues and deals with escalated customer service challenges. Explains policies, and operating procedures to the public. Interacts with City Magistrates, Warrant Officers, 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 procedures and related legal requirements. Prepares memos and letters when 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 on-line 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.

Mental: Exercises lead supervision of personnel by setting work priorities and assignments, developing work schedules, and overseeing the on-the-job court training programs. Applies policies and operating procedures to complete work assignments. Interprets ordinances, policies, and operating procedures related to an assigned division for the public and litigants. 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. Schedules court appearances. Prioritizes work assignments. Attends to details to ensure the correct forms are completed accurately and distributed appropriately. 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. Attends to detailed information such as the correctness of bond amounts, docket number, bondholder's name and address, and record of warrants while processing cash bonds received from the Mesa Police Department and other jurisdictions. Learns job-related material through on-the-job training regarding job procedures, computer transactions, and court policies and procedures.

Knowledge and Abilities:

Knowledge of:

municipal court fines and warrant systems;
generally accepted collection methods and procedures;
basic bookkeeping methods and practices;
PC software applications; and

the practices and procedures of lead employee supervision and training.

Ability to:

resolve collection problems;
interact 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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EEO-A/S

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 43

SECURITY-No

CDL-No

IND-8810

SWORN-No