

## COLLECTIONS SUPERVISOR

### FUNCTION OF THE JOB

Under direction, to supervise and provide direction to a work unit which is responsible for the collection of delinquent accounts; affect collection of complex and highly sensitive delinquent accounts and court- ordered recoveries; prepare cases for litigation; and perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Oversees Collection division activities.
2. Provides training and technical information to staff in the areas of Wisconsin State Statutes and Administrative Code, the Federal Fair Debt Collections Practices Act, the Federal Fair Credit Reporting Practices Act, and US Bankruptcy Code.
3. Assists in monitoring changes in federal, state, and county regulations relating to collections practices and trains staff on the impact of these changes.
4. Develops procedures and forms in compliance with federal and state regulations in order to assist staff with consistent applications; informs and provides guidance to staff, clients, employers, and other agencies regarding procedures necessary to comply with various federal and state regulations of the collections program.
5. Advises staff on the appropriate action to be taken on cases that are of a complex or highly sensitive nature.
6. Initiates and participates in the selection of collections staff through the screening of applications, interviewing of prospective employees, negotiating with and hiring selected candidate.
7. Plans, supervises, assigns, trains, and evaluates the work of collections staff and handles any personnel problems of staff.
8. Reviews and monitors the work of staff to ensure the accuracy of information provided to clients, attorneys, employers, and other agencies.
9. Develops, implements, evaluates, and updates office policies and procedures to improve efficiency and effectiveness of department services.
10. Contacts debtors, insurance companies, attorneys, responsible parties, employers, and/or other public and private entities to affect collections; initiates communication with debtor to affect payment in full of accounts due the County; explains the statutory provisions relating to liability for payment to debtor.
11. Analyzes and researches debtor's financial statements and resources using public records and other sources, and determines and negotiates repayment schedules based on this information.
12. Evaluates history and status of accounts including total cost of collection, and makes recommendations for compromise settlements, litigation, write-off, or referral of accounts for outside collection.
13. Conducts skiptrace and investigative work to locate debtors with unpaid or delinquent accounts using credit bureaus, neighbors, government agencies, the Internet, and other related sources.
14. Conducts on-the-spot ability-to-pay determinations for adjudicated and/or incarcerated individuals, establishes payment plans, and makes recommendations to the Court regarding repayment of debt.
15. Executes and releases liens against property and/or promissory agreements to protect the County's financial interests, including processing automated tax intercept program and issuing debtors' tax intercept letters.
16. Drafts and processes collections correspondence, notices and/or responses, and notifies principal parties of the County's intention to litigate unpaid accounts.
17. Examines, investigates, and researches public records, statutes, and court decisions to evaluate the financial and legal parameters for collection of delinquent or referred accounts.
18. Reviews case documentation and justification for accuracy and completeness; pursues and/or coordinates legal activity for cases; prepares all legal documents required; maintains court files and calendars; assists and/or monitors attorneys in litigation activities.
19. May participate as a team member or represent the division on projects such as Six Sigma, automation, strategic planning, and other initiatives.
20. Serves as a liaison with County departments, municipalities, attorneys, and the courts.
21. Provides testimony and information to the Courts and County Board Committees as needed, and represents the County in Small Claims and other hearings.
22. Reviews accounts for discrepancies in the statutory amount including fee assessments owed; reconciles accounts and

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

calculates interest on accounts.

23. Monitors and reconciles accounts referred to outside litigation and reviews billings for accuracy.
24. Establishes and maintains effective working relationships with staff, clients, attorneys, employers, insurance companies, governmental agencies, and the public.
25. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of collection law including Wisconsin State Statutes and Administrative Code, the Federal Fair Debt Collections Practices Act, the Federal Fair Credit Reporting Practices Act, and US Bankruptcy Code.
2. Comprehensive knowledge of the statutory recovery provisions relating to social services, institutions, legal settlements, guardianships, public defender fees, probate, guardian ad litem, return checks, fines and forfeitures, and other collections.
3. Comprehensive knowledge of investigative techniques and procedures used in securing information from legal and financial records, agencies, and individuals.
4. Comprehensive knowledge of modern collection methods, techniques, and procedures including skip tracing.
5. Comprehensive knowledge of litigation processes, legal methods of enforcement, and required court documents and filing requirements.
6. Considerable knowledge of supervisory and administrative practices.
7. Considerable knowledge and ability to utilize computerized department program software, internet access, and database, spreadsheet and word processing programs.
8. Ability to effectively plan and present training for staff.
9. Ability to plan, assign, prioritize, and evaluate the work of others.
10. Ability to investigate and identify potential assets of referred accounts and interpret and analyze a wide variety of financial information including tax forms and credit reports.
11. Ability to obtain information through interviews, research and investigation, and securing of documents, analyze and organize information, and make appropriate recommendations.
12. Ability to interpret and apply federal, state, and County Collection division rules, directives and policies.
13. Ability to interpret and ensure organizational compliance with laws and administrative rulings.
14. Ability to communicate effectively by telephone, written correspondence, or in person using persuasive techniques to overcome objections and unwillingness.
15. Ability to answer inquiries and confer with attorneys, private agencies, citizens, and public officials regarding the laws, policies and regulations governing collections.
16. Ability to work independently and exercise discretion and judgment.
17. Ability to operate CRT terminal, keyboard, or other computer systems.
18. Ability to establish and maintain effective working relationships with staff, clients, attorneys, employers, insurance companies, governmental agencies and the public.
19. Ability to prepare detailed and concise written records and reports.
20. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. High school graduation or GED equivalent.
2. Three (3) years of progressively responsible work experience involving independent research, investigation, paralegal work, financial collections, or closely related activities.