

## COLLECTIONS SPECIALIST

### FUNCTION OF THE JOB

Under supervision, to affect collection of delinquent accounts for county internal departments and external municipalities; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Initiates communication with debtor to affect payment in full of accounts due the County and contacts insurance companies, attorneys, responsible parties, employers, and/or other public and private entities to affect collection.
2. Analyzes and researches debtor's financial statements and resources using public records and other sources; and determines and negotiates re-payment schedules based on this information.
3. Evaluates status of accounts including total cost of collection, and makes recommendations for compromise settlements, litigation, write-off, or referral of accounts for outside collection.
4. 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.
5. Conducts on the spot ability to pay determinations for adjudicated and/or incarcerated individuals; establishes payment plans; and makes recommendations to the court regarding re-payment of debt.
6. Recommends and prepares litigation request form for supervisor to execute and release liens against property and/or promissory agreements to protect the County's financial interests, including issuing debtors tax intercept letters.
7. Drafts and processes collections correspondence, notices, and/or responses.
8. Serves as a liaison with County departments, municipalities, attorneys, and the courts.
9. Provides testimony and information to the Courts as needed.
10. Prepares and maintains a variety of detailed documents, information, and reports to be used to justify and pursue litigation.
11. Provides information, responds to inquires and disputes, and explains the statutory provisions relating to liability for payment to debtor, attorneys, insurance companies and/or other parties.
12. Reviews accounts for discrepancies in amounts owed and reconciles accounts.
13. Establishes and maintains effective working relations with County departments, State of Wisconsin agencies, insurance companies, legal community, local agencies and institutions, and other private and public sector entities.
14. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Working knowledge of investigative techniques and procedures used in securing information from legal and financial records, agencies, and individuals.
2. Working knowledge of the statutory recovery provisions relating to human services, institutions, legal settlements, guardianship, public defender fees, probate, guardian ad litem, return checks, fines and forfeitures, and other collections.
3. Working knowledge of collection law including the Wisconsin State Statutes and Administrative Code, the Federal Fair Debt Collections Practices Act, the Federal Fair Credit Reporting Practices Act, and the US Bankruptcy Code.
4. Working knowledge of modern collection methods, techniques, and procedures including skiptracing.
5. Working knowledge of litigation processes, legal methods of enforcement, and required court

## QUALIFICATIONS

### Essential Knowledge and Abilities (continued)

- documents and filing requirements.
6. Working knowledge of computerized department program software, Internet access, and processing programs.
  7. Ability to obtain information through interviews, research and investigation and securing of documents; analyze and organize information; and make appropriate recommendations.
  8. Ability to investigate and identify potential assets of referred accounts and interpret and analyze financial information.
  9. Ability to communicate effectively both verbally and in writing and by using persuasive techniques to overcome objections and unwillingness.
  10. 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.
  11. Ability to establish and maintain effective working relations with County Departments, State of Wisconsin agencies, insurance companies, legal community, local agencies and institutions, and other private and public sector entities.
  12. Ability to answer inquiries and confer with attorneys, private agencies, citizens and public officials regarding the laws, policies and regulations governing collections.
  13. Ability to work independently and exercise discretion and judgment.
  14. Ability to prepare, present, and maintain accurate reports and records.
  15. Ability to utilize word processing, database, and spreadsheet programs.
  16. Ability to utilize, telephone, computer, keyboard, mouse, and other office equipment.
  17. Ability to establish and maintain effective working and public relationships.

### Training and Experience

1. High School Diploma or GED.
2. Two (2) years of progressively responsible work experience involving independent research, investigation, paralegal work, financial collections, or closely related activities.