

## SENIOR COLLECTIONS SPECIALIST

### FUNCTION OF THE JOB

Under supervision, to affect collection of complex and highly sensitive delinquent accounts for county internal departments and external municipalities; to prepare cases for litigation; to perform responsible lead worker duties; 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 also contacts debtors, insurance companies, attorneys, responsible parties, employers, and/or other public and private entities to affect collections.
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 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
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. 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.
7. Drafts and processes collections correspondence, notices, and/or responses; and notifies principal parties of the County's intention to litigate unpaid accounts.
8. Examines, investigates, and researches public records, statutes, and court decisions to evaluate the financial and legal parameters for collection of delinquent or referred accounts.
9. 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; and assists and/or monitors attorneys in litigation activities.
10. May participate as a team member or represent the division on projects such as Six Sigma, automation, strategic planning, and other initiatives.
11. Serves as a liaison with County departments, municipalities, attorneys, and the courts.
12. Provides testimony and information to the Courts and County Board Committees as needed, and represents the County in Small Claims and other hearings.
13. Plans, organizes, distributes work, trains, and instructs employees in departmental business processes and procedures; and reviews for accuracy and completeness of work.
14. Provides information, responds to inquiries and disputes, and explains the statutory provisions relating to liability for payment to debtor, attorneys, insurance companies and/or other parties.
15. May be responsible for developing, implementing, evaluating, and updating office policies and procedures to improve efficiency and effectiveness of department services.
16. Reviews accounts for discrepancies in the statutory amount including fee assessments owed; reconciles accounts; and calculates interest on accounts.
17. Monitors and reconciles accounts referred for litigation; and reviews billings for accuracy.
18. 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.
19. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Considerable knowledge of investigative techniques and procedures used in securing information from legal and financial records, agencies, and individuals.
2. Considerable 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. Considerable 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 US Bankruptcy Code.
4. Considerable knowledge of modern collection methods, techniques, and procedures including skip-tracing.
5. Considerable knowledge of litigation processes, legal methods of enforcement, and required court documents and filing requirements.
6. Working knowledge of computerized department program software, internet access, and database, spreadsheet, and word 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 a wide variety of financial information including tax forms and credit reports.
9. Ability to utilize word processing, database, and spreadsheet programs.
10. Ability to interpret laws and administrative rulings.
11. Ability to communicate effectively, both verbally and in writing and by using persuasive techniques to overcome objections and unwillingness.
12. Ability to effectively interact with sensitivity with persons from a diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
13. 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.
14. Ability to answer inquiries and confer with attorneys, private agencies, citizens, and public officials regarding the laws, policies and regulations governing collections.
15. Ability to work independently and exercise discretion and judgment.
16. Ability to utilize telephone, computer, keyboard, mouse, and other office equipment.
17. Ability to prepare, present and maintain accurate reports and records.
18. Ability to assign, monitor, train, and evaluate the work of others.
19. Ability to establish and maintain effective working and public relationships.

### Training and Experience

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