



Code: 0420

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: General Clerical

CLASS TITLE: COLLECTIONS REPRESENTATIVE

CHARACTERISTICS OF THE CLASS

Under general supervision, performs revenue generating initiatives including conducting collection campaigns to locate individuals and business owners to collect payment on delinquent accounts and other outstanding debts owed to the City; and performs related duties as required

ESSENTIAL DUTIES

- Utilizes various applications to research, locate and contact individuals and businesses via phone, email and mail to attempt to secure payment for debt owed to the City
- Performs tasks related to revenue generating initiatives, which includes conducting debt checks, sending notifications, placing holds in databases, and monitoring related email inboxes for various debt types such as corporate, EMS, traffic control, bankruptcy, FMPS, and tax
- Updates spreadsheets related to revenue generating initiatives to track collections, debt identified, and number of debt checks received and completed
- Assists with EMS waiver processing, refunds, and lien preparation
- Assists with auditing functionality and data elements of City debt applications used regularly in division operations
- Helps create and draft documentation aimed to enhance customer service experience
- Executes administrative hearing refund process
- Performs customer service-related duties including assisting walk-in customers and answering the automated phone system; conducts calling campaigns to collect debt
- May assist with debt check requests related to business licenses, corporate accounts, building permits, grants, contracts, and employee debt due to staffing shortages or volume of debt check requests

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three (3) years of public service, customer service, or clerical experience; OR
- Two (2) years of collections experience; or an equivalent combination of training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *customer service methods, practices, and procedures
- *Microsoft Office Suite and collection-based applications
- general office and clerical procedures, and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LEARNING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CUSTOMER SERVICE SKILLS – Interact and communicate with customers in a courteous and helpful manner, speaking distinctly, answering questions, and resolving issues

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK – Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.