

**CLASS TITLE: Collections Representative**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, locates 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:** Makes telephone calls to individuals and business establishments and attempts to secure payment for debts owed the City including taxes, fees and fines; accesses computerized records to inform clients of overdue amounts and to explain extent of liability; calculates interest and penalties incurred on delinquent accounts and informs clients of available payment options; makes follow-up telephone calls to ensure commitment of payment is honored; refers debtors failing to respond to attempts at collecting debts to outside collection agencies or the Corporation Counsel; updates computer files to reflect submitted payments and status of accounts; prepares paperwork to process payments received and to deposit monies into appropriate accounts; prepares reports of daily activities.

**RELATED DUTIES:** Contacts appropriate divisions and governmental agencies to place holds on applicable business licenses; inputs address and name changes in order to update the system's database.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Two years of progressively responsible public service, customer service or clerical experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of customer service and debt collection techniques. Good knowledge of municipal license, tax and parking ordinances. Good knowledge of department policies and procedures pertaining to debt collection.

Ability to communicate courteously and effectively with the public. Ability to respond to inquiries regarding account payment status. Ability to operate a personal computer.

Good oral communication skills. Good human relations skills. Skill in performing arithmetic calculations.

Working Conditions. General office environment.

Equipment. Standard office equipment including personal computers.

**NOTE:** While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

April, 1997