

COLLECTION ASSISTANT**NATURE OF WORK**

This is public contact work, primarily in an office setting, involving the collection of special assessment and utility liens, and accounts receivable invoice payments from customers for services rendered by the City, to include the investigation of customer complaints and coordination of adjustments for service charges.

Work involves responsibility for the receipt and resolution of customer inquiries concerning outstanding municipal charges and liens. Work also involves calculating per diem interest charges and associated late fees needing to be applied to the customer's payment. Work includes contacting customers by telephone and letter to obtain payment or to make acceptable repayment arrangements. Work of this class is also responsible for the determination of property ownership and following through with established collection procedures, including issuing month end and other interim reports. Work includes intensive public contact of a delicate nature requiring considerable discretion and judgment in determining the most effective method or approach to use when dealing with a delinquent customer. Work is performed with considerable independence within established guidelines under the general direction of a supervisor who is available for advice and assistance on the resolution of the more difficult cases. Employees in this position are expected to be able to perform any and all work tasks and comply with any work schedules or attendance or duty requirements which may be established by City rules or applicable union contracts. Work is reviewed through day-day observation, conversation, and analysis of results achieved.

ILLUSTRATIVE EXAMPLES OF WORK

Communicates with City customers to collect payments on delinquent accounts or makes necessary arrangements for repayment by telephone, written correspondence and/or in person.

Uses databases to search and determine correct property ownership for appropriate billing activities.

Processes search requests and reviews billing statements for special assessment liens, utility liens, and accounts receivables.

Maintains unpaid lien and invoice files.

Maintains the department's returned checks database by inputting information and making adjustments, as needed.

Prepares and maintains periodic collection reports and records.

Investigates customer complaints regarding liens and invoices for City services and follows through with other departments when adjustments are required.

Confers with supervisor on the handling of the more difficult and unusual collection cases.

Performs related work as assigned.

COLLECTION ASSISTANT (Continued)

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic bookkeeping and accounting methods, principles, and practices.

Knowledge of office practices and procedures, including the efficient operation of a computer and software packages and other assigned office equipment in a modern office environment.

Some knowledge of money collection techniques, laws and practices.

Skill in the proper and efficient operation of assigned automated office equipment.

Skill in the operation of a PC and/or computer network terminal and modern office equipment.

Ability to carry out independent collection duties with firmness, tact and impartiality, according to instructions, regulations and policies.

Ability to maintain and retrieve moderately complex office files and related collection records, and prepares accurate reports and correspondence.

Ability to communicate clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with employees, other agencies, and the public, as necessitated by the work.

DESIRABLE TRAINING AND EXPERIENCE

High school graduate or GED equivalency.

Some experience in work involving public contact and collection activities.

NECESSARY SPECIAL REQUIREMENTS

Possession and maintenance of a valid State of Florida driver's license.

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City of St. Petersburg