

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 268

COLLECTIONS SPECIALIST

SUMMARY

Under limited supervision performs accounting and clerical duties associated with collecting and monitoring the City's delinquent account receivables; work is performed in the Finance Department.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Reviews existing collection practices, contracts, City ordinances and resolutions and state/federal laws governing collections and makes suggestions to improve collection efforts;
- Develops general collection procedures and standard operating procedures for analyzing properties with City liens and other encumbrances;
- Develops written policies, standard operating procedures, and forms for payment plans and settlements with debtors;
- Manages contracts with the City's outside collection agency and prepare monthly reports detailing collection efforts for review by the Finance Director;
- Develop a mechanism for identifying properties with multiple City liens to streamline effective collection actions;
- Acts as a liaison between the Finance Department and other City departments in enforcing collection policies and procedures and coordinate collection activities with the City Attorney's Office and outside collection agencies/attorneys;
- Make recommendations for special and/or temporary programs to increase collections and promote compliance (Eg. Amnesty Programs);
- Identify opportunities for improving the effectiveness and efficiency of information systems related to collections;
- Input data and create spreadsheets and reports that analyze the progress of collection efforts;
- Prepares collection correspondence and follows up on delinquent accounts with individuals who wish to negotiate payments plans and/or settlements with the City;
- Regularly coordinate with the City's Community Redevelopment Agency and Office of Housing and Urban Improvement and other City departments for strategic collection enforcement efforts;
- Processes write-offs and account adjustments based on approved payment/settlement plans, as appropriate;
- Responds to customer inquiries/complaints; and
- Provides training/feedback to City departments on how to improve collections.
- Performs related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of collection practices, laws, and techniques.
- Knowledge of basic accounting principles and procedures.
- Knowledge of customer service principles and techniques.
- Ability to use general office equipment such as telephone, fax, printers, copiers, calculators, and computers.
- Ability to deal effectively with the general public.
- Ability to resolve customer service issues.
- Ability to analyze and problem solve accounts.
- Ability to communicate effectively, both orally and in writing.
- Ability to use spreadsheets.
- Able to make efficient use of Internet resources.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds, regardless of race, religion, age, sex, disability, sexual orientation or political affiliation.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

Associate degree from an accredited college or university in Business Administration or related field, and five (5) years municipal or county government delinquent collections experience. A valid Florida driver's license is required.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various technological items such as a personal computer (PC), calculator, copier, and fax machine (not limited to these). No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Created: 8/15

Bargaining Unit: Non-bargaining

FLSA: Exempt

Classification: 28/50

Location: Finance Department

GERS: Regular Class