DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform collection activities in obtaining delinquent monies owed to the City, in accordance with appropriate City ordinances. Extensive public contact is required in the collection of delinquent accounts such as taxes, court fees, court fines, victim restitution, licensing fees, unpaid returned checks, and general accounts receivable. Work requires tact and finesse in dealing with individuals when securing delinquent funds. Field work may be required to collect City sales tax at special events (i.e., at the Veterans Memorial Coliseum for the State Fair). Incumbents in this classification may interact with other City departments, the City Attorney’s Office, the State Department of Revenue, private attorneys, title companies, financial institutions, and others regarding collection of delinquent accounts. This classification requires expertise in collection laws as set by the Federal Credit Reporting Act. Duties are performed under the direction of a Treasury Collections Supervisor, with latitude for independent judgment. Work is evaluated through review of reports and results obtained.

ESSENTIAL FUNCTIONS:

- Prepares collection notification letters;
- Reviews records for delinquencies or discrepancies;
- Examines support records;
- Interviews delinquent or possible delinquent individuals or vendors to ensure their understanding of liability;
- Collects delinquent payments;
- Arranges payment schedules for delinquent payments;
- Prepares property liens for processing;
- Skip traces individuals who leave no forwarding address through the use of credit bureaus, government agencies, and other related resources;
- Assists individuals in completing sales tax returns or financial questionnaires;
- Works closely with attorneys, accountants, and other representatives in resolving controversial accounts;
- Keeps a detailed log of daily collections and other customer contacts;
- Works special events in order to collect taxes owed the City;
- Prepares spreadsheets, accesses information from computerized systems such as the Tax and License Registration System, Water Customer Information
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System, Centralized Accounts Receivable System, and the Court Management System;
- Explains rules and regulations pertaining to court collections or delinquent account collection processes;
- Resolves inquiries and complaints from individuals (i.e., water services customers, taxpayers, defendants, victims);
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:
- City privilege license tax and business license tax ordinances and regulations.
- Municipal Court processes and procedures.
- Proper collection methods and procedures, including the Fair Credit Reporting Act.
- Office procedures and equipment.
- Office terminology and procedures, including clerical bookkeeping practices and business arithmetic.
- City computerized information systems.

Ability to:
- Communicate tactfully with the public in the English language in stressful situations, by telephone or in a face-to-face setting, to collect or arrange for collection of delinquent accounts.
- Keep records and statistics.
- Skip trace delinquent accounts.
- Set up time payment agreements.
- Enter data into a terminal, personal computer, or other keyboard device.
- Learn in a structured on the job training program through oral instruction, observation, and reading.
- Comprehend and make inferences from material written in the English language such as City Codes, correspondence, and policies and procedures.
- Produce written documents in the English language, such as correspondence to customers and notes to collection files, with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:
For some positions, employees who are skilled in a second language will be called upon to utilize that skill in the routine performance of their duties.

Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

Some positions will require the performance of other essential or marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience as a collector for a financial institution or loan company and some college coursework in accounting, finance, or business administration. Other combinations of experience and education that meet the minimum requirements may be substituted.