

COLLECTOR

SUMMARY	Locate and communicate with customers (individual or corporate), for the purpose of soliciting payment or collecting on delinquent accounts, via telephone, mail or personal visit.
PRIMARY DUTIES & RESPONSIBILITIES	<p>Locate and notify customers of delinquent accounts</p> <p>Advise of necessary actions needed for repayment</p> <p>Arrange for debt repayment</p> <p>May be required to drive or walk long distances in a geographic area</p> <p>Prepare and maintain record of accounts of collection activities and revenue received</p> <p>Negotiations</p> <p>Monitor overdue accounts</p> <p>May participate in or conduct investigations</p> <p>Assess financial stability and ability to pay</p> <p>Work cases timely and effectively pursuant to statute and established policy</p> <p>Safeguard confidential information</p>
KSA's	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Collections • Skip Tracing methods and procedures • State and federal statutes • Agency policy and procedures • Mathematics and financial statements <p>Skill/Ability to:</p> <ul style="list-style-type: none"> • Effective communication • Active Listening • Ability to work under pressure maintaining decorum and professionalism • Oral and Written Expression • Critical Thinking and analysis • Judgment and Decision Making • Deductive and Inductive reasoning • Persuasion • Problem Sensitivity

HRIS TITLE	COLLECTOR 1	COLLECTOR 2	COLLECTOR 3	FIELD COLLECTOR
JOB TITLE	COLLECTOR 1	COLLECTOR 2	COLLECTOR 3	COLLECTOR, FIELD
JOB CODE	AUN09111	AUN09112	AUN07476	AUN09173
GRADE	15	17	18	19
FLSA STATUS	NON-EXEMPT	NON-EXEMPT	NON-EXEMPT	NON-EXEMPT
DETAILED DUTIES AND RESPONSIBILITIES	Learns to enforce laws relating to taxes; to recommend the filing of liens or levies; collect monies. As a trainee, learns how to and collects delinquent taxes, license and registration fees, fuel and motor carrier taxes, unemployment insurance taxes, or other monies owed the state or performs collection activities in a program of limited scope. Responsible for learning proper collection methods and procedures and tax laws; accurate and timely completion of all tasks; explaining tax laws to taxpayers; collection of monies.	Enforces laws relating to taxes; approve payment plans; file liens and levies; collect monies. As an office collector, collects delinquent taxes, license and registration fees, fuel and motor carrier taxes, unemployment insurance taxes, or other monies owed the state, using skip-tracing and other approved methods. Work product consists of monies collected, payment plans approved, and/or liens and levies filed. Responsible for accurate and timely completion of all tasks; approval of payment plans; filing of liens and levies; explaining tax laws to taxpayers; collection of monies.	Enforces laws relating to taxes; approve payment plans; file liens or levies; seize property; collect monies. Collects delinquent taxes or other monies owed the State, using skip-tracing and other approved methods. Files liens/levies. May seize property. Work product consists of money collected, payment plans approved, and/or liens and levies filed; property seized and sold.	Locate debtors through personal field investigations. Question neighbors, friends, relatives and employers as to debtors' whereabouts. Visit debtors' former residences and past places of employment. Contact debtor by telephone, correspondence and in person, including field investigations, to arrange payment that will bring accounts current. The addition of field work resulting in greater in-person contact with debtors distinguishes this class from the lower level.
MANAGEMENT OF RESOURCES	None	None	May train or lead lower-level staff	May train or lead lower-level staff
SUPERVISION RECEIVED	High degree of supervision	General supervision	Works autonomously within parameters	Limited supervision
BUDGETARY RESPONSIBILITY	No authority	No authority	No authority	No authority
DECISION MAKING AUTHORITY	None	None	None	None
EDUCATION & EXPERIENCE	High school diploma or equivalency diploma required.	High school diploma or equivalency diploma required. 2 years' experience in collections Knowledge of collection laws and procedures Knowledge of skip tracing and collection techniques	High school diploma or equivalency diploma required. 3 years' experience in collections	High school diploma or equivalency diploma required. 3+ years in Collection experience Stress Tolerance
LICENSURE / CERTIFICATION	None required or preferred	None required or preferred	None required or preferred	None Required or preferred
OTHER SELECTIVE PREFERENCES	Bilingual (English and Spanish)	Bilingual (English and Spanish)	Bilingual (English and Spanish)	Bilingual (English and Spanish) May require ability to pass a post offer physical exam