

Collections Specialist

GENERAL SUMMARY

Primary functions of the job are to assist with monetary reimbursements or collections for the Jail, assist individuals to establish payment plans, and enforce established payment plans. You will work closely with the Courts and the Prosecuting Attorney's Office to file lawsuits. Requires case flow management, production of judicial documents, scheduling court proceedings, court appearances, reviewing of financial records, and handling difficult customer contacts. Employees in this job have no formal supervisory role, however, may train, guide, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Processes incoming court documents related to payments and collections.
- Creates notices, orders, and correspondence related to accounts, payments, and collections.
- Conducts interviews and interprets court guidelines to attorneys and litigants as they relate to scheduling, notice requirements, and financial obligations.
- Obtain and review confidential personal financial information.
- Provide comprehensive assistance, including establishing payment plans, enforcing payment plans, and explaining complex policies, guidelines, and standard practices, both verbally and in writing.
- Enforces the Court's scheduled deadlines and maintains settlement records. Processes and disseminates billings to appropriate individuals regarding monies due to the County.
- Schedules and attends show cause hearings and testify as to the facts of certain cases.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Graduation from High School, or G.E.D.
- Two to four years related office experience
- College level course work in a related field may substitute for up to one year of experience
- Must be able to keyboard a minimum of 45 WPM

CERTIFICATIONS, LICENSES

- Valid driver's license and personal automobile insurance and must maintain eligibility to drive under the County's Vehicle policy.
- Must become LEIN certified within 6 months of start date.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position. In compliance with Michigan Statutory Provision for the office of Sheriff, the Sheriff of Grand Traverse County reserves the right to make the final decision regarding both the application of these requirements and the hiring of an appropriate applicant for this position within the department.

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher- level manager and could impact others outside of the department

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)
- May be required to work directly with criminal suspects
- May be required to work mandatory overtime

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Specialized knowledge of public safety and legal practices and procedures
- Proficiency in the development of appropriate written correspondence and reports
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in the use of radio equipment for the purpose of public safety
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems to ensure compliance
- Ability to develop, layout and implement clerical procedures and operations from general instructions
- Ability to explain complex policies and processes in layman's terms
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently