

CITY OF BURBANK

COLLECTIONS SPECIALIST

DEFINITION

Under direction, to perform a variety of municipal collection, enforcement and accounting activities; and other related work as required.

ESSENTIAL FUNCTIONS

Compiles and evaluates information needed to collect delinquent accounts; conducts investigations and recommends to the City Attorney legal action related to the collection of delinquent accounts; represents the City in Small Claims Court; recommends cost judgments in matters related to litigation collection; processes and retrieves financial data using specialized computerized billing system; interprets rules, regulations, policies, ordinances and laws; reviews and evaluates legislation as it relates to collection activities; organizes and maintains a variety of financial and accounting records; prepares reports; prepares and coordinates mailing of collection materials; develops and updates operational procedures to improve efficiency; develops and maintains procedure manuals; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - governmental accounting; billing and collections principles and practices; Small Claims Court procedures.
- Skill in - use of automated financial system for data input, billing inquires and report generation; dealing with the public.
- Ability to - operate a personal computer; use spreadsheets and word processing programs; maintain confidentiality in collection matters; represent the City in Small Claims Court in collection matters; maintain accurate records and files and prepare necessary reports; conduct effective field investigations; establish and maintain effective working relationships with supervisors, fellow employees and the public; effectively communicate both orally and in writing; exercise resourcefulness in gathering needed information from, and interacting with, a wide variety of sources including debtors, attorneys, and multiple public/private agencies.

Special Requirements: Performance of the essential duties of this position requires the following physical abilities and environmental conditions: The physical effort associated with sedentary to light work involving moving from one area to another; sufficient hand/eye coordination to perform repetitive movements, such as operating a keyboard, calculator, filing, and the use of commonly used office machines and supplies; extensive VDT/computer exposure; visual perception and discrimination.

Education/Training: Graduation from high school or equivalent; three years of collection experience in public or private industry. NOTE: An Associate Degree in business, accounting or related field may be substituted for one year of experience.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

Desirable Qualifications: Additional training in accounting is desirable.