

CITY OF BURBANK

SENIOR COLLECTIONS SPECIALIST

DEFINITION

Under direction, to manage a variety of municipal collections; monitor, enforce, and implement policies and procedures as they relate to collections of delinquent accounts; monitor legislative proceedings to ensure compliance; and perform related work as required.

ESSENTIAL FUNCTIONS

Oversees the collection of delinquent accounts; conducts investigations and recommends legal action related to the collection of delinquent accounts; represents the City in Small Claims Court; serves as the liaison with the City Attorney's Office regarding policies and procedures for delinquent accounts; performs highly technical and complex analysis of bankruptcy claims; recommends cost judgments in matters related to litigation collection and prosecution restitution; processes and retrieves financial data using specialized computerized billing system; oversees the development and/or implementation of revenue and collection billing software; interprets and enforces rules, regulations, polices, ordinances and laws; reviews and evaluates legislation activities to ensure legislative compliance; prepares monthly revenue reports; performs analytical analysis of various taxes; reconciles the revenue collected for parking citations; prepares written reports and correspondences; supervises, trains, and evaluates employees; makes effective recommendations regarding hiring, promotions, and transfers; effectively recommends disciplinary action as needed, up to and including termination.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – governmental accounting; billing and collections principles and practices; analytical techniques; Small Claims Court procedures; applicable local, state, and federal laws and legislation; various general ledger accounts; overall effect of balancing procedures; principles and practices of sound personnel management and supervision.
- Skill in – automated financial systems for data input; spreadsheet and word processing computer software programs; billing inquiries and report generation.
- Ability to – maintain confidentiality in collection matters; represent the City in Small Claims Court collection matters; analyze and interpret federal and state legislation; maintain accurate records and files; research and prepare reports; respond to inquiries from the public in a tactful manner; 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; interpret and apply procedures to a variety of circumstances without immediate supervision; effectively supervise and train employees.

Education/Training: Graduation from high school or equivalent; two years of college level courses in accounting, finance, business or a closely related field; four years of experience involving collections or performing monitoring type work for the purpose of ensuring compliance with rules or regulations in public or private industry, including one year at the supervisory level.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment.

Desirable Qualifications: Additional experience and/or training in governmental accounting.