

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	REVENUE RECOVERY SPECIALIST TRAINEE REVENUE RECOVERY SPECIALIST	CLASS CODE: 0003 CLASS CODE: 0004
DEPARTMENT:	AUDITOR – COLLECTIONS	FLSA STATUS: N
REPORTS TO:	COLLECTIONS SUPERVISOR	DATE: 10/09
CIVIL SERVICE:	YES	BARGAINING UNIT: SEIU

JOB SUMMARY:

Under direct supervision at the trainee level and general supervision at the journey level, collects and records court-ordered fines and fees, diversion and restitutions; monitors transactions to ensure that all are performed in compliance with local, state and federal guidelines; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Revenue Recovery Specialist Trainee – The entry level position is distinguished from Revenue Recovery Specialist by less autonomous performance of duties and responsibilities. Incumbents work under close supervision and perform tasks that are more limited in scope. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Incumbents are expected to promote to the journey level within one year.

Revenue Recovery Specialist - The journey level position is distinguished from the trainee level by independently performing the full range of duties and ability to successfully exercise applicable judgment and initiative. The Collections Supervisor is distinguished from the Revenue Recovery Specialist by its supervisory duties and oversight of the collections process.

SUPERVISION EXERCISED

No supervision is exercised. The Revenue Recovery Specialist may provide training to other staff.

EXAMPLE OF DUTIES: *(Duties may include, but are not limited to the following)*

- Initiate and pursue collection procedures on delinquent debtor accounts by sending written notification/correspondence and/or making direct/telephone contact in order to obtain payment of court-ordered fines and fees.
- Authorize and process payments; balance daily cash activity for an operational unit.
- Maintain collection records by inputting data to reflect court-ordered fines/fees, adding and/or correcting details to accounts by reviewing court records to ensure that amounts determined by the courts have been correctly reflected in the database; update information on debtors in order to maintain current addresses and other personal information; audit and adjust accounts as obligations are paid or vacated to ensure accuracy and to remain compliant with audit guidelines, penal codes and other related rules, regulations, policies and/or procedures.
- Meet with and interview debtors, court referrals, victims, and parents of juveniles on probation to explain fees, fines and payment options; to explain how redistribution of victim restitution occurs; to determine the ability of the debtors to reimburse the County; to assist debtor in establishing a payment plan; to accept payments; to answer questions and to explain possible consequences for non-compliance with a court order.
- Perform duties as delegated by the County Financial Evaluation Officer, per Government code sections 27750-27758: determine individual's financial ability to pay court-related or court-ordered fees and determining which costs must be waived or services provided free of charge if the party is indigent.
- Attempt to locate debtors when initial postal contact fails by initiating skip tracing procedures in order to recover monies owed to the County.
- Recommend fine reductions, account dismissals and/or assignment to other collections methods by evaluating assigned accounts periodically in order to determine the continued collection potential, based on debtor circumstances and other account history.
- Place hold on driver's license and/or other types of judgment liens as an inducement to the debtor to remit payment; when financial obligations have been satisfied, submit a notarized satisfaction of judgment to the County Clerk, courts, defendant and the originating agency.
- Conduct exit interviews with terming probationers to determine that appropriate fees are paid and properly distributed; complete repayment agreements when required; inform victims in writing that collection of remaining restitution has been deemed a civil judgment.
- Monitor summary restitution cases to determine when financial obligations are in arrears in order to refer cases to the courts when delinquent. Prepare supporting documentation; complete credit request forms for various accounts.

- Participate in the development and implementation of policies, procedures and operations manuals pertaining to the accounts receivable system.
- Perform other duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal 10 Key Calculator General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Revenue Recovery Specialist Trainee

Education and Experience:

Graduation from high school or equivalent and one year of related financial/clerical experience, that includes but is not limited to, routine accounting, typing, filing, and answering telephones; or an equivalent combination of related education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Revenue Recovery Specialist

Education and Experience:

Graduation from high school or equivalent and two years or related experience, that includes but is not limited to, making assessments in order to determine an ability to pay, arranging payment schedules, extending credit or making other financial determinations; or one year of experience as a Revenue Recovery Specialist Trainee with Mendocino County; or an equivalent combination of related education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Revenue Recovery Specialist Trainee

Knowledge of:

- Policies and procedures, codes, ordinances and departmental operating standards in department.
- Record keeping, report preparation, filing methods and records management techniques.
- Customer service techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies and practices, as well as basic knowledge of computer and other general office equipment.
- Basic principles and practices of accounting.
- Standard business arithmetic, including addition, subtraction, multiplication, division, percentages, decimals and fractions.
- Computer applications and hardware related to the performance of the essential functions of the job.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Managing multiple concurrent tasks and projects; prioritization.
- Eliciting necessary information and accurately responding to inquires from clients and staff.
- Researching, compiling, analyzing and summarizing a variety of informational and statistical data and materials.
- Operating and performing routine maintenance of general office machines such as computers, copiers, facsimile machines, and telephone systems.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing, with internal staff, clients, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Ability to:

- Perform accurate mathematical computations, including tabulate, record, balance and audit assigned transactions.
- Read and comprehend instructions, routine correspondence and memos.
- Interpret and apply policies, procedures, laws, codes and regulations pertaining to assigned programs and functions.
- Effectively operate all equipment and computer software necessary to perform the job.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with others.
- Deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, and speak and hear.
- Lift and carry, push and/or pull, or move objects weighing up to 20 pounds.

Revenue Recovery Specialist—(in addition to the qualifications for Revenue Recovery Specialist Trainee)

Knowledge of:

- Procedures for debt collection.
- Applicable state, federal and local ordinances, laws, rules and regulations.

Mental and Physical Ability to:

- Define problems, collect data, establish facts and draw valid conclusions.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Communicate to others the policies, procedures, laws, codes and regulations pertaining to assigned programs and functions.
- Perform comparisons of data quickly and accurately.
- Maintain current awareness of legislative changes that affect collection operations.
- Write clear and concise reports, correspondence, procedure manuals and other written materials.
- Establish and maintain effective working relationships with state, county and local agencies to assist in collection efforts.

WORKING CONDITIONS:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.