

# NEW CASTLE COUNTY GOVERNMENT

Number 0273

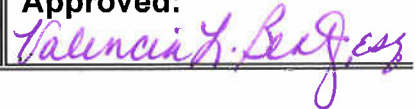
## CLASS SPECIFICATION

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Date 05/31/11

Title: DELINQUENT ACCOUNT COLLECTOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs highly responsible work in the analysis and identification of delinquent County accounts receivables and initiates actions in accordance with County Code, policies and procedures in order to collect amounts due from all delinquent accounts; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for researching accounts receivable records to identify delinquent accounts and for contacting taxpayers to collect outstanding amounts. This employee negotiates payment arrangements and time extensions in accordance with established policies. This employee will be expected to develop a working knowledge of the Fair Debt Collections Practices Act, bankruptcy law and the County Code. This employee will also be required to meet established collection standards and to prepare statistical reports pertaining to productivity and other related matters. Performance will be measured through a comprehensive review of the employee's collection results based upon the established goals and objectives set by the Chief Financial Officer. Responsibilities include conferring with legal personnel and testifying in court as needed. Responsibilities also include utilizing, maintaining and assisting in the development of automated systems. This employee works under the general supervision of the Treasury Manager or other designated supervisor.

EXAMPLES OF WORK: (Illustrative only)

- Identifies delinquent tax accounts through research of accounts receivable;
- Contacts persons by telephone and in writing to collect taxes, sewer charges and other miscellaneous accounts owed;
- Explains procedures and regulations relating to delinquent accounts, negotiation of payments, insufficient fund checks, collections and time extensions;
- Determines need and eligibility for extension of time payment plans;
- Arranges time payments and extensions according to established policy;
- Monitors accounts and payments to ensure that agreements are carried out;
- Prepares information, confers with legal personnel and serves as a witness in civil collection suits;
- Assists individuals with tax account problems;
- Prepares statistical and progress reports on collection activities and other appropriate reports as required;
- Makes recommendations to maximize reduction of delinquent accounts;

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Approved:

*Valencia A. Beatty, esq.*

- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of the practices and techniques involved in the collection of delinquent taxes and other related delinquent accounts; good knowledge of customer service; some knowledge of court procedures and investigative techniques; some knowledge of tax laws; ability to interpret tax laws and regulations; ability to keep accurate records and to prepare reports; ability to exhibit appropriate and effective demeanor for customer service; tact; ability to communicate courteously and effectively, both verbally and in writing; self-motivated and results oriented.

**MINIMUM QUALIFICATIONS:** At least five (5) years experience in public contact work such as account collections, outside sales or code enforcement to include at least two (2) years of experience in the collection of delinquent accounts and possession of a high school diploma or GED; or at least two (2) years of experience in the collection of delinquent accounts and possession of a Bachelor's Degree from an accredited college or university with major course work in business or a related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

**ADDITIONAL REQUIREMENTS:** Possession of a valid Delaware Class D driver's license or its equivalent. Ability to pass a Class III County physical examination and background check.

### HISTORY OF REVISIONS

Established: 12/09/74  
Revised: 07/24/89  
Revised: 01/01/91  
Revised: 05/26/92  
Revised: 03/01/96  
Revised: 11/01/98  
Revised: 05/31/11