

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

COLLECTIONS INVESTIGATOR TRAINEE - 1334

DEFINITION:

Under immediate supervision, in a training capacity, to perform increasingly responsible work in collecting payment in full on the City's delinquent accounts receivable; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Collects delinquent funds owed the City as stipulated in various municipal codes, ordinances, and resolutions;
- Researches various written and computerized records available to determine account status and establish proof of debt;
- Contacts other City departments and agencies to gather information related to the collection of delinquent accounts;
- Investigates disputed claims on delinquent bills;
- Locates missing debtors using assorted skip tracing techniques;
- Explains and interprets relevant governing codes, ordinances, and resolutions;
- Contacts and negotiates with debtors to elicit payment in full;
- Recommends and sets-up payment schedules for debtors unable to make payment in full;
- Initiates litigation and gathers and prepares documents verifying proof of debt for presentation in court;
- Locates and identifies debtor assets for attachment;
- Inputs and retrieves account information using a computer system;
- Recommends write-off on uncollectible accounts;
- Maintains records of work performed;
- Performs related work.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year full-time experience performing clerical or public contact work in a governmental agency, financial institution, law office, or collection agency. Qualifying experience must include at least one of the following: dispute resolution including researching and resolving billing problems; public contact experience which includes funds negotiation such as cash

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

transactions and negotiating payment terms; or accessing computer databases for the purpose of researching and gathering information.