

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
COLLECTIONS INVESTIGATOR I - 1331

DEFINITION:

Under general supervision, to collect payment in full on the City's delinquent accounts receivable; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Collects delinquent funds owed the City 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;
- Assists with filing and removing liens;
- Locates missing debtors using assorted skip tracing techniques;
- Investigates disputed claims on delinquent bills;
- Explains and interprets relevant governing codes, ordinances, and resolutions;
- Contacts and negotiates with debtor 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;
- Inputs and retrieves account information using a computer system;
- Locates and identifies debtor assets for attachment;
- 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 of full-time experience performing debt collections and investigations on charged-off accounts with a government agency, financial institution, law office, or collection agency. Qualifying experience must include skip tracing delinquent debtors, negotiating terms of payment, and setting up payment schedules and assembling/ verifying documents and other proof of debt to support litigation.

- * 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.**