

**CLASS SPECIFICATION**  
**SAN DIEGO CITY CIVIL SERVICE COMMISSION**  
**COLLECTIONS MANAGER - 1344**

**DEFINITION:**

Under direction, to plan, develop, and administer a City-wide program for the collection of delinquent Accounts Receivable; to direct and supervise the work of a collections staff; and to perform related work.

**\* EXAMPLES OF DUTIES:**

- Reviews and develops collection policies and procedures;
- Develops and administers annual budget proposals for the collection unit;
- Establishes and implements investigative methods and procedures to gather pertinent data for the collection of delinquent accounts;
- Develops and administers a program in support of the City Attorney's prosecution of municipal and superior court cases involving delinquent accounts;
- Files liens, attaches assess, and prepares cases for prosecution by the City Attorney;
- Prosecutes small claims court cases;
- Supervises and coordinates the filing of extra-judicial proceedings such as seizure and foreclosure of assets, eviction proceedings, liens, wage attachments, and bankruptcy claims;
- Reviews City-wide credit extension and billing practices and makes recommendations for improvements;
- Reviews program policies and procedures, including review of applicable Federal and State regulations;
- Prepares narrative and statistical reports of collection activities;
- Directs and coordinates the work of a collection unit;
- Reviews and analyzes legislation as it relates to the Collection Program;
- Trains, supervises, and evaluates the work performance of subordinates.

**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>.

Bachelor's Degree or equivalent education (i.e., minimum completed units= 120 semester/180 quarter); **AND** four years of full-time experience collecting delinquent payments owed to a public or private agency. Qualifying experience must include the preparation and/or supervision of collection cases in court; familiarity with the legal requirements associated with the credit reporting of delinquent accounts pursuant to the

- \* 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.

Fair Credit Reporting Act (FCRA); and experience with, or knowledge of, the Fair Debt Collection Practices Act (FDCPA) and California's Rosenthal Fair Debt Collections Practice's Act.