

**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 Fair Credit Reporting Act

- \* 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.**

(FCRA); and experience with, or knowledge of, the Fair Debt Collection Practices Act (FDCPA) and California's Rosenthal Fair Debt Collections Practice's Act. Possession of a valid California Class C Driver's License.