

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
COLLECTIONS INVESTIGATOR SUPERVISOR – 1333

NOTE: formerly Collections Investigator III

DEFINITION:

Under direction, to supervise a group of Collections Investigators performing delinquent account collections and investigations and/or delinquent account litigation work; to perform very complex and highly sensitive delinquent account collection work to recover monies owed the City; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Supervises subordinate Collections Investigators in the collection of delinquent accounts and in the preparation and processing of delinquent accounts referred for litigation;
- Handles very complex, high balance, or highly sensitive accounts or delinquent debt cases;
- Reviews litigation/legal request packages for completeness;
- Prepares and refers cases to the City Attorney's Office and monitors, coordinates, and assists with the cases;
- Approves court actions and authorizes subsequent attachment of assets;
- Analyzes delinquent unsecured accounts to determine the most effective collection method; interviews and/or interrogates debtors or witnesses;
- Negotiates payment arrangement plans with debtors, their attorneys and/or insurance companies, or recommends compromise settlement agreements through the City Attorney's Office;
- Reviews accounts for discrepancies; initiates action on accounts requiring legal determination;
- Reconciles audit reports and reviews daily and period ending reports for accuracy;
- Contacts other City departments and agencies to gather information related to the collection of delinquent accounts;
- Reconciles differences between the Treasurer's collection system and other City databases;
- Prepares various statistical and summary reports for management;
- Reviews requests for expenditures and prepares required documentation;
- Inputs or retrieves account data from multiple City computer systems/databases;
- Maintains records and prepares reports;
- Trains and evaluates the performance of subordinates.

*** 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.

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>.

Three years of full-time experience performing debt collections and investigations on charged-off accounts with a collection agency, financial institution, law office, or government agency.