

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

COLLECTIONS INVESTIGATOR II

DEFINITION:

Under general supervision, to compile court evidence and prepare and process a variety of legal documents for the collection of delinquent accounts requiring court action; to handle the more complex delinquent accounts and the associated follow through of all legal processes to resolve the accounts; and to perform related work.

* **EXAMPLES OF DUTIES:**

- Reviews litigation request packages to determine if all necessary documentation is provided and valid;
- Explains legal options available to Collections Investigators in collecting delinquent debts and assists investigators with court preparation;
- Gathers and verifies case data for processing legal actions;
- Contacts other City departments and agencies to gather information related to the collection of delinquent accounts;
- Determines the proper venue and pleading to be filed in a variety of jurisdictions;
- Represents the City as plaintiff in presenting Small Claims Court actions;
- Negotiates settlements with defendants, their attorneys and/or insurance companies, or recommends compromise settlements through the City Attorney's Office;
- Maintains records of seizure and sale actions;
- Arranges for the placement of Marshall's Keepers in seized property;
- Sets up and maintains court calendars and schedules continuances;
- Interrogates witnesses and schedules witness appearances;
- Prepares and files a variety of court documents;
- Inputs or retrieves account from multiple City computer data bases;
- May handle the more complex delinquent accounts, such as major damage claims, lease and contractual agreements, major audit deficiencies, and multiple accounts by one debtor.

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 Announcement for updated minimum qualifications.

Two years of experience as a Collections Investigator with the City of San Diego, **AND** successful completion of a minimum of six semester/9 quarter college units in civil litigation process and procedures coursework; **OR** two years of experience with a collection agency, law office, government agency or finance company performing debt collection (i.e. skiptracing, negotiating terms of payment, setting up payment schedules **and** processing litigation). Qualifying experience must include six months of assembling, preparing, processing and presenting delinquent accounts and legal documents of litigation including filing Court documents and the associated follow through of all legal processes in resolving the delinquent accounts.

- * **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.