

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

COLLECTIONS INVESTIGATOR III

DEFINITION:

Under direction, to supervise a group of Collections Investigators performing delinquent account collections and 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;
- Reviews litigation request packages for completeness;
- 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 data bases;
- Prepares various statistical and summary reports for management;
- Reviews requests for expenditures and prepares required documentation;
- Inputs or retrieves account data via CRT from multiple City computer data bases;
- Trains and evaluates the 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 Announcement for updated minimum qualifications.

Three years experience performing delinquent debt collections and investigations work for a variety of accounts. Required experience must include two years processing litigation of 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.