

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
COLLECTIONS INVESTIGATOR TRAINEE

DEFINITION:

Under immediate supervision in a training capacity, to perform increasingly responsible work in collecting payment in full on the City's delinquent accounts receivable; and to perform related work.

* **EXAMPLES OF DUTIES:**

- Collects delinquent funds owed the City as stipulated in various municipal codes, ordinances and resolutions;
- Researches various written and computerized records available to determine account status and establish proof of debt;
- Contacts other City departments and agencies to gather information related to the collection of delinquent accounts;
- Locates missing debtors using assorted skiptracing techniques;
- Explains and interprets relevant governing codes, ordinances, and resolutions;
- Contacts and negotiates with debtors to elicit payment in full;
- Recommends and sets-up payment schedules for debtors unable to make payment in full;
- Initiates litigation and gathers and prepares documents verifying proof of debt for presentation in court;
- Locates and identifies debtor assets for attachment;
- Recommends write-off on uncollectible accounts;
- Maintains records of work performed;
- Performs related work.

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.

One year full-time experience performing clerical or public contact work in a governmental agency, financial institution, or collection agency. Qualifying experience must include at least one of the following: dispute resolution including researching and resolving billing problems; public contact experience which includes funds negotiation such as cash transactions, and negotiating payment terms; accessing computer databases for the purpose of researching and gathering information.

- * **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.