

## BILLING COLLECTIONS SPECIALIST

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves supervising and performing clerical, technical and para-professional activities related to the collection of payments for delinquent accounts. The incumbent monitors collection activities and performs the more difficult collection activities related to accounts for which payment has not been obtained. Work is performed under the general supervision of higher-level collection staff. Does related work as required.

### TYPICAL WORK ACTIVITIES:

Performs moderately complex duties in connection with credit, billing and collection activities;  
Monitors computer and manual reports to determine and follow up delinquent accounts;  
Communicates verbally or in writing with clients to secure delinquent payments;  
Monitors and works to conclusion, all collection accounts assigned;  
Maintains statistical data and prepares reports;  
Checks for accuracy, lays out work for subordinate employees;  
Maintains specialized records in relation to collection activities;  
Confers with County departments regarding delinquent accounts and possible payment problems and questions;  
Schedules work assignments and makes recommendations on revising collection procedures;  
Acts as a resource person relating to current trends and changing techniques in collection work.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the laws, rules and regulations governing the collection of delinquent accounts; Good knowledge of current methods, techniques, and special procedures used in collection work; Working knowledge of specialized collection programs and their applications to government collection activities; Ability to supervise and coordinate the activities of a clerical staff performing billing and collection procedures; Ability to communicate effectively with administrative staff, subordinate employees and clients having delinquent accounts; Ability to prepare detailed comprehensive and concise reports on collection activities; Tact and courtesy; Calmness; capable of performing the essential functions of the position with or without reasonable accommodation.

### MINIMUM QUALIFICATION:

- A.) Possession of an Associate's Degree in Accounting, Business, Legal studies or related field and three (3) years of experience in billing and collection work; or
- B.) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in billing and collection work; or
- C.) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full time experience requirements