



Career Service Authority Collections Investigator

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs intermediate/standard investigative work of legal liability and collection activities including uncollectible and/or overdue payments and accounts.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Investigator Supervisor which supervises and directs the work and activities of investigators to ensure proper preparation of the caseload for persuasiveness of evidence and potential of case for possible civil or criminal prosecution. The Collections Investigator is also distinguished from the Business License Inspector which monitors and enforces compliance to state statutes, municipal ordinance, rules and regulations relating to businesses and licensing. This class is also distinguished from the Investigations Technician which performs standard/intermediate level investigative work including assisting in conducting comprehensive investigations of a criminal/civil cases and making preliminary determination regarding jurisdictional authority and specific statutory violations. The Collections Investigator is mainly involved with conducting investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Conducts investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

Researches and verifies debtor information through police records, treatment agencies, employers, and/or insurance reports to determine location of responsible parties, or witnesses for process serving, location of assets, garnishment, or execution of judgments or appropriate legal proceedings.

Determines liability and makes arrangements for settlement of legal issues with approval from City Attorney including negotiation of payment agreements.

Contact debtor or designated representative, explains legal obligation for restitution of account(s), monitors payments, and closes out account at full restitution.

Initiates appropriate documents for legal actions to obtain payment(s).

Assembles, organizes, and maintains case files, reports of partial payments, and full collection of debts, uncollectible accounts, and records of correspondence.

Performs research and assembles and organizes documents to provide information to insurance companies, attorneys, or other interested parties.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, is trustworthy.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables, applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation and spelling, communicates information in a succinct and organized manner, produces written information, which may include technical material that is appropriate for the intended audience.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Self Management – Sets well defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards competing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern, develops and maintains relationships, may deal with people who are difficult, hostile, distressed, relates well to people from varied backgrounds and situations, is sensitive to individual differences.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organization goals, causes change.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

Stress Tolerance – Deals calmly and effectively with high stress situations.

Flexibility – Is open to change and new information adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, effectively deals with ambiguity.

Problem Solving – Identifies problems, determines accuracy and relevance information, uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Planning & Evaluation – Organizes work, sets priorities, determines resource requirements, determines short or long term goals and strategies to achieve them, coordinates with other organizations or parts of the organization, monitors progress, evaluates outcomes.

Skills in conducting investigations to ensure compliance with appropriate rules and regulations.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with fingers.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 10 – 25 pounds.

Working Environment:

Subject to varying and unpredictable situations.
Subject to many interruptions.
Subject to long irregular hours.

Education Requirement:

Associate Degree.

Experience Requirement:

One year of experience involving public contact relating to code enforcement, inspections, or investigations.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

By position, requires possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE:

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Ted Pacheco

REVISED DATE: 01/18/2009

REVISED BY: Hameed Pousti

CLASS HISTORY

9/1995 – Class was originally created.
9/1998 – Class Specification was revised and updated.
1/2009 – Class Specification was placed in to new format.