



Office of Human Resources  
Court Collections Coordinator – CN3482  
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### General Statement of Duties

Coordinates the payment of court associated fines and fees by performing complex technical work related to payments, garnishments, and delinquent cases.

### Distinguishing Characteristics

The Court Collection Coordinator is also distinguished from the Collections Investigator which performs intermediate investigative work of legal liability and collection activities.

### Essential Duties

Collaborates with defendants/customers to promote successful accomplishment of goals to fully pay their costs and fines, restitution or successfully complete their sentence community service hours.

Provides customer service regarding payment questions and processes. Reviews and conducts research on customer inquiries related to billing concerns and misapplied payments. Escalates more complex matters for further investigation.

Interviews customers as first step in payment planning to determine financial ability and resources to pay costs associated with court cases.

Negotiates, initiates, and manages an appropriate payment plan by establishing payment arrangements and stays of execution. Documents and adjusts plans as needed based on individual and departmental discretion while in accordance to court orders and guidelines.

Gathers, maintains, and updates case details such as individual contact and address information, record of payments, and record of correspondence.

Coordinates and collaborate with court stake holders (court rooms, clerks offices, judicial officers, and accounting departments) regarding cases.

Reviews high volume of cases, investigating historical data for each case and analyzing and comparing data from multiple sources to determine next steps in collections process. Prepares and processes new outgoing correspondence and legal documents in attempts to locate or collect monies. Locate and contact debtors to arrange debt payoffs.

Identifies delinquent or outstanding cases and generates multiple types of reports. Determines eligibility of delinquent cases to be forwarded to third party outside collections agency. Coordinates and communicates with third party regarding forwarded cases, mail, and garnishment related paperwork. Acts on behalf of judicial officers to approve attachment of earnings from the court through recovery efforts. Verifies, coordinates and reviews information on shared cases.

By Position: Communicate with Department of Motor Vehicles to coordinate release of driver's license liens.

By Position: Coordination of community service requirements. This includes managing required signatures and waivers of liability from defendants, providing resources of approved locations to complete community service, verifying and documenting community service hours. Maintains and update the Denver County Court database of approved agencies. Developing and implementing new programs to help defendants achieve successful completion of their sentencing requirements. This may include community service planning outside of the state.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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

### **Competencies**

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

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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

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 – Writes in a clear, concise, organized, and convincing manner for the intended audience

### **Knowledge & Skills**

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

### **Level of Supervision Exercised**

None

### **Education Requirement**

Associate degree.

### **Experience Requirement**

Three (3) year of experience conducting financial or collection related discussions or interviews relating to payments, escalations, or investigations.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to varying and unpredictable situations. Subject to many interruptions.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium. Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices. Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means. Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another. Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements. Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Education Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** NE-12

**FLSA Code:** N

**Established Date:** 6/9/2024

**Established By:** AA

**Revised Date:**

**Revised By:**

**Class History:** New classification.