



Office of Human Resources  
Collections Investigator - CN1859  
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### General Statement of 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 I 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).

### 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.

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 amount of time spent in performing 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's Degree.

**Experience Requirement**

One (1) year of experience involving public contact relating to code enforcement, inspections, 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.  
Subject to long irregular hours.

**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-11**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**