



CLASS SPECIFICATION

Class Code: 60006140
Date Established: 08/1975
Last Reviewed: 10/2022
Last Revised: 10/2022
Last Title Change:
FLSA: non-exempt
Probation: 12 months

COLLECTIONS ANALYST

DEFINITION

Under general supervision, collects and services various delinquent accounts receivable and taxes owed to Washoe County; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time direct collections experience that involved making assessments to determine the ability to pay, arrange payment schedules, extend credit or make other financial determinations; OR an equivalent combination of related training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Apply statutes, codes, ordinances, procedures, policies and rules to determine the feasibility of securing delinquent revenue; recommend cases be closed when repayment is not feasible.

Apply various techniques and procedures associated with locating individuals and their assets; contact County departments, outside agencies and other sources by phone, letter or in person; employ accepted skip-tracing procedures.

Investigate, evaluate and analyze financial statements related to debtor income, assets and employment history in order to determine ability to pay; interview clients to discuss financial situation, negotiate and approve methods of payment.

Gather information and evidence to be used in civil and criminal proceedings in obtaining liens, judgments and other legal actions; appear in Court on behalf of the County for collections.

Prepare a variety of forms, documents, notices, and correspondence related to collection activities; prepare legal forms required to obtain judgments; prepare necessary correspondence for collection of unpaid accounts; ensure that clients are billed for costs of services or for fines and fees; prepare financial and statistical reports; respond to notices and prepare claims for bankruptcy; prepare garnishments and assignments.

Maintain records, files and database for delinquent accounts receivable and past due debts on various computer applications.

May perform field investigations and research information for delinquent personal property accounts.

Post seizure notices on properties scheduled for tax sale; prepare advertisements for sale of personal property with delinquent taxes and assist with sale at public auctions.

Research a variety of detailed documentation, records, bankruptcies, and titles to assist with collection of unpaid amounts owed to the County.

Post payments to a variety of ledgers, prepares journal vouchers to adjust and correct accounting records; performs month end, fiscal year end accounting processing.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies and procedures.

Laws, rules, and regulations that apply to the collection of delinquent accounts.

Bankruptcy law.

Software applications specific to assigned department.

Ability to:

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Interpret and apply pertinent laws, rules and regulations.

Prepare and present actions in Court including submission of evidentiary documents and presentation of facts and evidence.

Determine responsibility for payment of delinquent accounts or revenues.

Respond to requests and inquiries for information regarding collection policies and procedures.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Collection methods, techniques, and procedures.

Investigative procedures applicable to the collection of delinquent accounts.

Interviewing techniques and practices used to obtain factual information.

Modern office practices, methods, and computer equipment

Microsoft Office applications.

Principles of business letter writing, proper English usage, spelling, vocabulary, grammar, and punctuation.

Techniques and methods of financial record keeping and reporting.

Principles and practices used in dealing with the public.

Ability to:

Prepare and maintain accurate and complete records.

Analyze and evaluate financial statements.

Write clear, concise reports and compose correspondence.

Perform accurate mathematical computations.

Collect, compile, and analyze information and data.

Interact tactfully and effectively with the public.

Plan and organize work to meet schedules and timelines.

Maintain confidentiality of information and data.

Analyze situations carefully and adopt effective courses of action.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment; ability to travel to different sites and locations. Collections intervention may require the incumbent to encounter potentially hostile or combative situations.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.