

COLLECTION COORDINATOR

Code No: 4-01-031

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a professional account keeping position in the department of Social Services responsible for collecting delinquent closed public assistance and services (e.g. Foster Care etc.) accounts receivable. Delinquent accounts are received from the accounts receivable unit. Work is performed in close cooperation with the Social Services Claims Adjuster. The incumbent is responsible for preparing new accounts and determining collection action to be taken. The incumbent reports directly to and works under general supervision from the Supervisor of Claims and Accounts. Supervision may be exercised over support staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed)

Receives and prepares accounts receivable cases from the accounts receivable unit and determines the collection action to be taken;

Sends collection notices and makes telephone contact with clients to explain and reinforce the notice;

Locates delinquent clients' new addresses and employment;

Determines necessity for and refers delinquent accounts receivable for legal proceedings resulting in filing of judgments;

Maintains the financial collection accounting records and prepares reports to support the monthly reimbursement claims to New York State;

Prepares management reports to monitor collections;

Supervises support staff.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles, procedures and terminology, of designing, maintaining financial accounts and records; good knowledge of the principles and techniques of delinquent account collections; ability to determine proper collection action on accounts receivable; ability to discuss delinquent accounts by phone with clients; ability to locate delinquent clients addresses and employers; ability to determine when delinquent accounts should be referred for legal action; ability to maintain records and prepare reports for use in New York State reimbursement claims; ability to prepare statistical reports; supervisory ability; ability to follow through on account collections; ability to establish and maintain effective working relationships; good judgment; objectivity; health commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school

equivalency diploma; PLUS,

(A) Four (4) years paid full-time or its part-time equivalent experience in a collection agency responsible for preparation of accounts, or other professional experience in the field of accounting and/or auditing; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, plus two (2) years of paid full-time or its part-time equivalent experience; OR,

(C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Accounting, Business Administration, Finance, or a related field; OR,

(D) Any equivalent combination of training and experience as defined by the limits of (A) or (B) above.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: January 26, 1989