

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Probation Collections Officer</u>
Sch & Grade	<u>PAT-5</u>
Class Code	<u>FA20</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Court</u>

PRIMARY PURPOSE:

Performs responsible work regarding the collection of fines and court costs assessed by the Municipal Court including follow-up on failures to pay.

SUPERVISION:

Under direct supervision of the Municipal Court Administrator; may provide direction to assigned support staff personnel in the collections area as needed.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Develops, implements, and maintains a system for reviewing accounts for delinquency; contacts defendants regarding delinquent accounts.
2. Distributes applications for stays of execution and provides accurate information regarding inquiries into the status of specific accounts in accordance with confidentiality requirements.
3. Interviews defendants in order to determine eligibility for stays of execution on fines and/or court costs which includes investigating defendant's circumstances, reviewing and verifying applications for stay, determining whether to grant or deny stay based on established guidelines.
4. Determines appropriate payment schedule when stay of execution is granted.
5. Submits delinquent accounts to judges with recommendations for review and follows judges' instructions; issues notices of delinquent accounts and/or arrest warrants, suspends drivers' license, and turns delinquent accounts over to a credit bureau as required.
6. Composes and generates letters, billing notices, and other correspondence and sends to appropriate parties including utilizing necessary computer software applications.
7. Maintains required records and prepares necessary reports.

IMPORTANT FUNCTIONS:

1. Retrieves files as necessary to update and verify information.

Performs related work as required.

QUALIFICATIONS REQUIRED

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Principles and procedures regarding collections; applicable laws and regulations; investigative techniques and resources; math applications. A knowledge of basic legal terminology and standard court procedures is preferred but not required.

Abilities

Analyze and evaluate information and formulate recommendations regarding court collections; make rapid and accurate arithmetical computations; operate required office equipment such as a calculator and computer; maintain accurate records and compile investigative information into clear, concise, and accurate written and oral reports; work independently; diffuse potentially negative reactions from court customers; adapt to a fast-paced work environment; communicate effectively both verbally and in writing; deal effectively and courteously with associates, judges, defendants, and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; perform the essential function of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Two years of experience in collections, conducting financial interviews and investigations, credit management, or a related area. Some court experience is preferred but not required.

Physical Requirements

Pushes and pulls up to 25 pounds; lifts and carries up to 10 pounds; ability to operate a computer keyboard.

Working Environment

Indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

None required.

Last Revision:	February 14, 2012	GENERAL ORDINANCE NO. 4468
Comments:	Updated Abilities	Date: October 17, 1994

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____