

Code: 1332

Title: REVENUE COLLECTIONS OFFICER

SUMMARY: Performs fiscal work in the collection of delinquent County debts and is responsible for locating and contacting individuals owing monies to Pima County for delinquent fees and fines, establishing payment arrangements, and serving notice of legal process against individuals indebted to Pima County.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Serves legal documents upon parties named in collection legal action resulting from small claims and other legal actions;

Identifies residents, forwarding addresses, and employment of debtors, and locates and contacts indebted persons by phone, written correspondence and in person;

Negotiates payment arrangements and explains consequences that will result from unpaid accounts;

Arranges order of debtor contacts and process services, and drives a vehicle to place of debtor;

Collects delinquent accounts, fees and fines such as dishonored checks, damage to county property, jury fees, sewer user charges, Juvenile Court assessment fees, and Justice and Superior Court fines;

Assembles pertinent documents and testifies in court cases as to service of process;

Takes field notes and prepares records and files of delinquent accounts;

Executes affidavits of service;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

May provide the County Attorney's office with facts and documentation relevant to a case being litigated.

KNOWLEDGE & SKILLS:

Knowledge of:

- the practices and procedures used in the collection of delinquent accounts;
- rules and regulations governing service of process;
- cash handling, documentation and security procedures and the operation of summary reports;
- the safe operation of a motor vehicle;
- office practices and procedures.

Skill in:

- reading maps, locating addresses and collecting delinquent accounts;
- serving and documenting legal process;
- communicating effectively, both orally and in writing;
- safely operating a motor vehicle;
- negotiating satisfactory arrangements for restitution of owed money;
- the preparation of documentation, records, and reports related to delinquent accounts.

MINIMUM QUALIFICATIONS:

Three years of experience performing revenue collections or closely related experience as defined by the Appointing Authority.

OTHER REQUIREMENTS:

Licenses and Certificates: Possession of a valid Arizona Drivers License with appropriate endorsement(s), as defined by the Appointing Authority, is required.

Physical/Sensory Requirements: Must be 21 years of age at the time of appointment, in accordance with Arizona Rules of Civil Procedure Rule 4 (D).

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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