

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 24
Fiscal Year: 2010/2011
Posted Date: December 06, 2010

***AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Draft job specification attached.)***

| Item # | DEPT | Class/Title |
|---------------|-------------|--------------------------|
| 1 | TTX | 4306 Collections Officer |

For additional information regarding the above proposed action, please contact Carmela Villasica at (415) 557-4928 or email her at Carmela.Villasica@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at:

<http://sfdhr.org/index.aspx?page=109>

cc: All Employee Organizations
All Departmental Personnel Officers
Anita Sanchez, CSC
Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Maria Newport, SFERS
Clare Leung, MTA
Suzanne Wong, MTA
File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Collections Officer
Job Code: 4306**

INTRODUCTION

Under supervision, performs specialized revenue collection work relative to the collection of delinquent monies owed the city; and performs related duties as required.

DISTINGUISHING FEATURES

This class is the journey level in the Collection series. In accordance with the Fair Debt Collection Practices Act, employees research, obtain and evaluate information to determine a debtor's ability to pay and make arrangements for payment of money owed to the City and County. The next higher class of Senior Collection Officer is the advanced level, which is responsible for the more difficult collection work and may exercise lead worker responsibilities.

SUPERVISION EXERCISED: **NONE**

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Reviews, ~~and inspects,~~ **and validates** a wide variety of sources, documents and records to obtain evidence and information necessary to locate persons owing monies to the city.
- ~~2. Prepares summaries of data and information acquired from various sources for use in the location of delinquent persons or the preparation of legal processes to collect money due.~~
- ~~3.~~ **2.** Contacts a variety of outside organizations in locating assets of individuals owing money to the city.
- ~~4.~~ **3.** ~~Types and mails statements to individuals and businesses owing monies to the city and maintains records for follow-up collections.~~ **Updates the accounts with relevant documentation, performs any required maintenance (status code changes, adjustments needed, cancellations, etc.) and implements the next appropriate step in the collection process.**
- ~~5.~~ **4.** ~~Prepares and processes creditors' claims and special notices on probate cases, claims of first liens on hospital cases, and workers' compensation liens on job related injury cases.~~ **Maintains updated information when new contact data (address, phone number, employer data, etc.) has been identified and updates the systems for follow-up, including scanning relevant documents.**
- ~~6. Receives payment on delinquent accounts; issues receipt for same and deposits money with cashier.~~
- ~~7. Prepares and types a wide variety of form letters and notices relative to the collection of delinquent accounts; maintains records of such accounts.~~
- ~~8~~ **5.** Provides information to the public on the payment of taxes, delinquent accounts and

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~~license fees; may assist, during rush periods, in the collection and processing of unsecured and/or real property taxes.~~

~~9. May represent the City and County as plaintiff in small claims court.~~

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Good knowledge of: Interviewing and telephone communication techniques; modern office methods and techniques and the use of common office machines and equipment; the applicable laws, rules and regulations pertaining to delinquent revenue and tax collections.

Ability to: use skip tracing techniques to locate debtors and to analyze and validate the research; navigate through and perform tasks utilizing computer software (accounting systems, tax programs, spreadsheets, and database systems) in order to obtain and enter information; maintain records and prepare ordinary reports; ~~use skip tracing techniques to locate debtors;~~ deal effectively and courteously with the general public and co-workers.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Two (2) years of verifiable journey-level experience in the collection of delinquent accounts in accordance with the Fair Debt Collection Practices Act.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

4308 Senior Collections Officer

ORIGINATION DATE: 1/12/61

AMENDED DATE: 4/21/86

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN