

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

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

Posting No: 12
Fiscal Year: 2019/2020
Posted Date: 09/19/2019
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	4306	Collections Officer

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

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

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

DEFINITION

Under supervision, performs specialized revenue collection work relative to the collection of delinquent monies owed the city; and performs related duties as required. Incumbents in this class perform 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. This class is the journey level in the Collection series.

DISTINGUISHING FEATURES

~~This class is the journey level in the Collection series. 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.

EXAMPLES OF 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, 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. Contacts a variety of outside organizations in locating assets of individuals owing money to the city.
3. 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.
4. Maintains updated account information when new contact data (address, phone number, employer data, etc.) has been identified and updates the ~~systems various databases~~ for follow-up, —including scanning relevant documents.
5. Provides information and resolution alternatives to the public on the payment of taxes, delinquent accounts and license fees.

KNOWLEDGE, SKILLS, AND ABILITIES

~~Knowledge of:~~ 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 or Skill 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, perform analyses of billing and financial information, and generate reports or summaries

CITY AND COUNTY OF SAN FRANCISCO
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of financial liabilities; maintain records and prepare ordinary reports; deal effectively and courteously with the general public and co-workers; write and speak clearly, professionally and effectively; compose clear, concise reports and correspondence; work in high paced production environment.

MINIMUM QUALIFICATIONS

These minimum qualifications establish 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.

Education:

Experience:

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:

Substitution:

Experience performing high volume accounts receivable duties, including analyses of complex billing and financial information, and generating reports of financial liabilities, may substitute for the required collections experience on a year for year basis.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

To: 4308 Senior Collections Officer

ORIGINATION DATE: 01/12/1961

AMENDED DATE: 04/21/1986; 12/14/2010; 09/XX/19

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S):