



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **COLLECTIONS ENFORCEMENT OFFICER I**
Grade: 05

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs basic (entry-level) collections duties. Responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections, resolving customer billing problems and reducing accounts receivable delinquency. Primary responsibilities include interviewing defendants, verifying information, setting up payment contracts and collecting criminal court costs and fines.

EXAMPLES OF WORK PERFORMED

Assists in daily operations of Collections Department

Assists with implementation of departmental policy and procedures

Compiles status and progress reports

Interview defendants and underwrites payment agreements

Reviewing open accounts for collection efforts

Making outbound collection calls in a professional manner while keeping and improving customer relations

Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner

Collect customer payments in accordance with payment due dates

Identify issues attributing to account delinquency and discuss them with management

Review and monitor assigned accounts and all applicable collection reports

Provide timely follow-up on payment arrangements

Mail correspondence to customers to encourage payment of delinquent accounts

Performs other related duties as assigned

EXPERIENCE AND EDUCATION

Graduation from high school

One (1) year collections experience

One (1) year of related experience may be substituted for one (1) year of education

Bilingual (English/Spanish) with the ability to converse fluently in both languages

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of personal computers, office practices and procedures

Bilingual (English/Spanish) with the ability to converse fluently in both languages

Ability to meet and deal effectively with the public

Ability to operate standard office equipment and type forty (40) words per minute

Must possess good communication skills

Flexibility to be cross-trained in various departments

Strong organizational skills

Ability to work independently and to adapt to a fast changing environment

Must have attention to detail with an eye for accuracy

Creative, self-disciplined and capable of identifying and completing critical tasks independently and with a sense of urgency

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations