

Collectors

Job Code	Job Title	Pay Grade
4252A1	Collector	20
4251A1	Collector Senior	22

CONCEPT:

Collects delinquent taxes and revenues owed to the State.

TASKS:

- Calculating penalty and interest due; setting up pay plans; preparing adjustment, warrants, or garnishment documents; obtaining financial information; phone and collections techniques; and explaining applicable laws, regulations and policies.
- Contacts debtors to obtain payments of taxes, fees, returned checks, and other debt obligations.
- Determines amount of penalty and interest due.
- Establishes settlements, payment or agreement plans with debtor; identifies accounts which require issuance of warrants; and documents collection activities; telephone contacts, and relevant information about status of accounts into an automated system.
- Explains to clients, ways to lessen or pay the debt owed.
- Meets with debtors, clients or their representatives to resolve problems, questions, or to settle debt.
- Handles the most complex debt collection caseload that may involve legal ramifications; recommends warrant and garnishment executions, debtor set-off against other state agency debts, account adjustments and payment plans.
- Handles irate and uncooperative debtors for own caseload and on behalf of lower level associates; prepares detailed explanations of accounts, develops reports and evidence as needed by legal staff; and may testify or provide depositions for hearings.
- Provides assistance and consultation on issues not resolved by lower level staff; meets with debtors, clients or their attorney, accountant or other representatives to resolve problems, questions or to settle debt.
- Explains to clients, ways to lessen or pay the debt owed.

LEVELS OF WORK

- Class Group consists of two class.

Collector: Work involves locating debtors; contacting employers and banks to verify employment or financial status of debtors; and setting up payment plans or agreements with debtors or their representatives. Requesting warrants to seize or attach assets and execution orders to garnish wages or to ensure that state tax obligations receive priority over other debts owed to the State.

Minimum Requirements: One year of experience in accounting/auditing support work. Education may be substituted for experience as determined relevant by the agency.

Collector Senior: Performs the more specialized work. Collector Seniors will handle the more complex debts which are not resolved by the lower level collectors and may involve legal ramifications. Testify or provide depositions for hearings.

Minimum Requirements: Two years of experience in accounting/auditing support work. Education may be substituted for experience as determined relevant by the agency.

REF: 12/13

REV: 6/24