

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

COLLECTIONS SPECIALIST

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervising assigned employees, and collect outstanding accounts receivable dollars from the existing client base and all other aspects of collections. This classification also resolves customer billing problems and reduces accounts receivable delinquency. The Collections Specialist will report to the Circuit Court Clerk.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff in supervisory and administrative roles, processing employee concerns and problems, directing work, counseling, and disciplining; may assist with interviewing and selection of new employees.

Responsible for placing high volume phone calls to assigned delinquent clients and reviewing assigned accounts and all applicable collection reports. Responsible for both Internal and External client interface.

Provides timely service regarding collection issues, follow-up on payment arrangements, processing client refunds, processing and reviewing account adjustments, resolving client discrepancies and short payments. Reviews open accounts for collections efforts.

Monitors and maintains assigned accounts, client calls, account adjustments, client reconciliations and processing credit memos.

Mails correspondence to clients to encourage payment of delinquent accounts and faxes documents to accounts to follow up.

Responsible for reducing delinquency for assigned accounts and performing other assigned tasks or duties necessary to support the Clerks of Court Collections Department. Responsible for making outbound collection calls in a professional manner while keeping and improving client relations.

Communicates and effectively follows up with Chief Deputies and Circuit Court Clerk regarding client accounts on a timely basis.

Enlists the efforts of Court Chief Deputy Clerks and Circuit Court Clerk when necessary to accelerate the collection process.

Establishes and maintains effective and cooperative working relationships with attorneys, judges, clerks and clients.

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

Collects payments in accordance with payment due dates and identifies issues attributing to account delinquency.

Corresponds with direct supervisor and management on weekly and monthly basis concerning account delinquency.

Rutherford County, Tennessee • Collections Specialist

Manages clients on the shutdown report.

Reconciles client disputes as they pertain to payment of outstanding balances that are due.

Participates in team planning meetings and meets defined department goals and activity metrics.

ADDITIONAL FUNCTIONS

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS Bachelor's degree (B. A.) from a four-year college or university with a degree in Public Administration or a directly related field, extensive office experience, and extensive experience in the area of public administration; or equivalent combination of education and experience. Strong communication, attention to detail, problem solving and analytical skills required. Considerable knowledge of accounting principles and procedures preferred. 3-5 years of high volume. Collections experience including interaction with large client base and knowledge of Accounts Receivable, Billing and Collections procedures preferred. Preferred previous supervisory experience. Proficiency in Microsoft Office including Excel, Word and Access preferred. Experience with QuickBooks preferred. Must maintain valid Tennessee Driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships. Must possess a comprehensive knowledge of the terminology used within the department and be able to determine, decipher, organize, prepare and maintain an assortment of legal documents and information in an effective manner associated with the preparation of client transactions.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Must be able to communicate effectively with supervisors and other staff members.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions. Requires the knowledge and ability to operate various machinery including a cash register, computer, printer, typewriter, calculator, copy machine, facsimile machine, telephone, etc.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs. Requires the mathematical ability to handle required calculations.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Requires the ability to plan, organize, and prioritize daily assignments and work activities and to utilize and understand computer applications and techniques as necessary in the completion of daily assignments. Requires the knowledge of software programs relevant to position.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria. Requires the ability to comprehend and apply regulations and procedures of the department and be capable of working under a minimum degree of stress related to duties that require constant attention to detail and tight deadlines.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1.5 **Maximum Continuous Time:** 15 minutes

2. SITTING

Estimated Total Hours: 6.5 **Maximum Continuous Time:** 4 hours

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Objects: on occasion

5. CLIMBING

Tasks: retrieving items from top shelf in storage room

Device: Ladder

Height: 9 feet from ground

Frequency: Occasionally

6. BENDING/SQUATTING/KNEELING

Tasks: getting files

Frequency: daily

7. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Down	Daily		<5lbs
21-36"	Down	Daily		<5lbs

WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>95</u> % of time
Outside	<u>5</u> % of time

8. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

9. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date