



CERTIFIED
JUNE 26 2019
By Webb County
Civil Service Commission

Collections Specialist

Judicial Collections

JC/3
Grade: 12

JOB SUMMARY

The purpose of this position is to collect court costs, fees, and fines assessed by the Webb County Judiciaries. In addition, this position is responsible for complying with the Office of Court Administration (OCA) and ensure that the Collection Improvement Plan (CIP) is being followed in its entirety.

MAJOR DUTIES

- Collection Improvement Program Compliance within all scopes as mandated by the Office of Court Administration.
- Collect all collateral information from defendant including demographics, references, and financials.
- Verify all information provided by defendants.
- Structure and prepare a financial payment plan for those defendants who require additional time to pay court costs.
- Follow all due diligence to ensure that payment plans are being followed as agreed. This includes phone calls, email, and all other correspondence needed to make contact with defendant.
- Document all pertinent information in each case file.
- Receives and processes judges' rulings; prepares files for individuals ordered to pay fines; corrects discrepancies; monitors compliance with court orders; collects payments.
- Balance out daily cash drawers, deposits, and daily reports.
- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION.

- Knowledge of the Texas Office of Court Administration; Collections Improvement Program.
- Ability to communicate in English and Spanish.
- Must provide excellent customer service skills and professionalism.
- Must exude excellent oral and written communication skills.
- Must possess the skill in the analysis of problems and the development and implementation of solutions.
- Must be proficient in the use of computer and Microsoft Software.
- Must have experience in the use of all other office equipment.

SUPERVISORY CONTROLS

- The Judicial Collections Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

- The guidelines include Texas Office of Court Administration with the implementation of the Collection Improvement Program (CIP) guidelines. In addition, Webb County policies and procedures, and civil service rules. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The purpose of this position is to ensure all procedures are followed properly to be prepared for the audit performed by the Office of Court Administration (OCA).
- The success of one will be attributed to the efficiency and the effectiveness of following all departmental guidelines.

CONTACTS

- Immediate contact with defendants as the Collections Specialist is the first point of contact with regards to court costs, fines, and fees.
- Generally, contacts are also with co-workers, court personnel, other county personnel, and the members of the general public.
- Contacts are made within the parameters of providing services, give or exchange information and/or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk and a teller window in an office.
- Must be able to sit or stand for prolonged periods of time.
- Must be able to lift 25 lbs.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

- None Required

MINIMUM QUALIFICATIONS

- Must have a High School Diploma or GED from an accredited institution.
- Must have two years of work experience in collections; preferred

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* under Civil Service; however, all other Webb County policies apply.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date