



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

Title: Collections & Compliance Officer	Opening Date: February 5, 2018	Application Deadline: Open Until Filled	Job Posting #: 18107
Department: County Treasurer	Starting Salary: TBD	Location: Bastrop, Texas	Travel: N/A

INTERNAL AND EXTERNAL JOB POSTING

BRIEF JOB DESCRIPTION: Under the direct supervision of the Treasurer, this position performs a variety of collections and compliance based duties; Analyze credit-worthiness for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant. Maintains tangible files, documents, and reports related to collections. Investigates and researches various records, contacts, references and other contacts to determine ability to pay and/or locate parties after delinquency. Maintains reporting system that coordinates with State Comptroller to determine and monitor compliance. Researches and uses all non-routine avenues of contacting delinquent defendants and recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate. Interviews defendants to verify credit applications and determine discretionary income to establish payment plans. Contacts delinquent defendants to sternly ask for payments to be completed. Processes Office of Court Administration reports for all Justice Courts, District Court and County Court at law. Processes delinquent postcards and mailings to defendants not in compliance with payment agreement. Accepts credit card or cash payments for court costs, fines, and fees and answers multiple-line telephone. Prepares daily activity report for supervisory and management review. Must maintain confidentiality of the department at all times.

GENERAL KNOWLEDGE, SKILLS, AND ABILITIES: Applicant must possess knowledge of general principles and practices of administrative and management; personal computer skills and software including Microsoft Office. Proper English usage, spelling, grammar and punctuation. Applicant must have the ability to perform multiple tasks simultaneously in a timely manner; maintain moderately complex clerical records and to prepare reports from them. Communicate clearly and concisely, both verbally and written instructions.

MINIMUM QUALIFICATIONS: Two (2) years previous experience in debt collections, financial interviewing, credit management and knowledge of I-plow collections software preferred but not required. Administrative, financial, and court experience or some combination thereof is preferred. High School diploma and completion of at least two year college level coursework preferred in criminal justice.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities. Minorities, Veterans, and Disabled applicants are encouraged to apply.

A Bastrop County Job Application is required, and can be downloaded at:

<http://www.co.bastrop.tx.us/page/open/3206/60/BastropCountyJobApp.pdf>. Applications can be submitted online, mailed or drop off at: Bastrop County, Attn: HR, 804 Pecan Street, Bastrop, Texas 78602. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

IMPORTANT NOTE TO ALL APPLICANTS: Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>.



BASTROP COUNTY, TEXAS

Job Description

Job Title: Collections & Compliance Officer

Department: Treasurer **FLSA Status:** Non-Exempt

Reports To: Treasurer

SUMMARY: Under the direct supervision of the Treasurer, this position performs a variety of collections and compliance based duties; Analyze credit-worthiness for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant. Maintains tangible files, documents, and reports related to collections. Investigates and researches various records, contacts, references and other contacts to determine ability to pay and/or locate parties after delinquency. Maintains reporting system that coordinates with State Comptroller to determine and monitor compliance. Researches and uses all non-routine avenues of contacting delinquent defendants and recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate. Interviews defendants to verify credit applications and determine discretionary income to establish payment plans. Contacts delinquent defendants to sternly ask for payments to be completed. Processes Office of Court Administration reports for all Justice Courts, District Court and County Court at law. Processes delinquent postcards and mailings to defendants not in compliance with payment agreement. Accepts credit card or cash payments for court costs, fines, and fees and answers multiple-line telephone. Prepares daily activity report for supervisory and management review. Must maintain confidentiality of the department at all times.

This position is required to handle court cases from Justice of the Peace, District Court and County Court at Law. Knowledge in court proceedings, judgements, warrants and *capias pro fine* concerning each of the listed courts is recommended.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Bastrop County Treasurer.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Analyze credit-worthiness for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant.
2. Maintains tangible files, documents, and reports related to collections and the department.
3. Prepares activity and summary reports as necessary.
4. Investigates and researches various records and contacts.
5. Investigates references and other contacts to determine ability to pay and/or locate parties after delinquency.
6. Cross trains other clerks as necessary.
7. Maintains reporting system that coordinates with State Comptroller to determine and monitor compliance.
8. Researches and uses all non-routine avenues of contacting delinquent defendants.
9. Recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate.

10. Interviews defendants to verify credit applications and determine discretionary income to establish payment plans.
11. Contacts delinquent defendants to sternly ask for payments to be completed.
12. Processes Office of Court Administration reports for all District, County, and Justice Courts.
13. Processes delinquent postcards and mailings to defendants not in compliance with payment agreement.
14. Sends correspondences to Adult Probation and Criminal Courts recommending that warrants be issued or revocation of probation for non-compliance.
15. Regular and punctual attendance is required.
16. Performs related work or duties as assigned by supervisor.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Principles and practices of general office administration and management;
Personal Computer skills and software, including Microsoft Office;
Professional Customer Service skills;
General knowledge of legal terminology and basic court procedures;
Proper English usage, spelling, grammar and punctuation;
Standard office policies, procedures, and equipment;
General knowledge of Bastrop County policies and procedures.
Ability to verify documents and forms for accuracy and completeness.

Ability to:

Perform multiple tasks simultaneously in a timely manner;
Maintain moderately complex clerical records and to prepare reports from them;
Work independently, meet regular deadlines, understand and follow oral and written instructions;
Analyze, process, record and file legal and public documents;
Work effectively with staff, citizens, County officials, and others;
Record and disseminate accurate information from telephone conversations and personal contact;
Communicate clearly and concisely, both verbally and in writing;
Understand and follow verbal and written instructions;
Complete routine business correspondence;
Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills;
Effectively speak to small audiences to convey information;
Properly interpret, understand and make decisions in accordance with laws, regulations and policies;
Conduct business with the public in a professional, courteous manner;
Function independently, exercise good judgment, manage multiple projects, and meet deadlines;
Establish and maintain effective working relationships with those contacted in the course of the job;

Demonstrate personal communication skills including effective telephone skills and public speaking;
Handle exposure to potentially hostile individuals;
Maintain confidentiality of information encountered in work activities at all times.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others;
Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations;
Interpreting federal, state, and local laws and regulations;
Effective interaction and communication with others;
Preparing clear and concise reports;
Making sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years previous experience in debt collections, financial interviewing, credit management and knowledge of I-plow collections software preferred but not required. Administrative, financial, and court experience or some combination thereof is preferred.

Education:

High School diploma AND completion of at least two (2) year college level coursework preferred in criminal justice.

Licensing:

Possession of a valid driver's license or proof of identity;

SELECTION GUIDELINES:

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

***** This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.