

# Collections Officer

Dept/Div: *Health & Human Services*

FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate skilled administrative work establishing fees and other debts owed to the County, including public assistance and food stamp overpayments, medical assistance reimbursements, including insurance and probate recoveries, and foster care collection, and other work as apparent or assigned. Work is performed under the general direction of the Child Support Supervisor.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function 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.*

## Essential Functions

- Performs professional tasks in accordance with all Federal and State regulations to collect debts owed to Pine County and the State of Minnesota, including but not limited to Estate Recovery, Public Assistance and Child Placement fees.
- Review case referrals to determine the case type i.e. parental fees, overpayments, public assistance recovery, probate claim, or out-of-home reimbursement recovery.
- Respond to all reported case changes to ensure proper administration of the case by assuring accurate information is entered into PRISM, ACS, MAXIS, and the Department of Revenue system.
- Initiate review of public assistance case upon notice of death of recipient or past recipient's spouse to determine eligibility for current statute requirements for reimbursement.
- Review and analyze estate worksheets, financial files, life estates and trusts to ensure all applicable statutes are adhered to for collection of these assets and determine if it's appropriate to initiate recovery action.
- Determine the amount of the County's claim against the Descendant's estate.
- Negotiate with family of deceased, attorneys, nursing homes, financial institutions, etc. to settle the county claim.
- Independently determines the course of action taken for collection, such as state tax intercept, garnishment, write offs etc.
- Contact financial workers with clarification on questions regarding the citing of public assistance overpayment.
- Prepare legal documents, and independently appear in court to obtain judgments for the purpose of wage garnishment. Provides testimony at hearings as to the validity of the debt and clarification of case records.
- Prepare various reports related to collection efforts as well as documenting work elements.
- Determines the appropriate fee assessments for services provided by the county including but not limited to: parental fees and foster care.
- Analyze client's financial statement, tax returns, pay stubs and relevant information to establish a plan consistent with their income by applying applicable county, state and federal policies.
- Establish and enforce parental fees for foster care cases while working with the Assistant County Attorney for accurate legal representation.
- Assessment of fees is completed in a consistently timely manner.
- Attend conferences, trainings, and meetings as scheduled or necessary.

## Knowledge, Skills and Abilities

Thorough knowledge of child support programs and procedures; thorough knowledge and understanding of laws, rules, statutes, and guidelines pertaining to collections; thorough knowledge of court procedures, legal terminology, legal processes, basic rules of evidence, and legal forms related to collections; general knowledge of the principles and practices of public social service organizations; ability to establish and maintain effective working relationships with clients, associates, legal and court professionals and the public; skill in the practice of interviewing; ability to analyze facts and exercise sound judgment in arriving at conclusions; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports.

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## Education and Experience

High school diploma or GED with associates/technical degree in accounting, business or closely related field and moderate experience in collections or insurance investigations, or three years of clerical or account clerk experience in work involving billing or accounts receivable or equivalent combination of education and experience.

## Physical Requirements

This work requires the regular exertion of up to 10 pounds of force; work regularly requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling and tasting or smelling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

Within six months:

- Data Privacy Training

- HIPAA

- Security of IRS Information Training

- New worker training developed by the State

Valid driver's license.