

## **COLLECTIONS SPECIALIST TITLE SERIES DEFINITIONS**

### **I. DEFINITIONS**

#### **COLLECTIONS SPECIALIST**

Positions allocated to this classification perform, for a majority of the time, complex, professional level collections activities which require frequent, on-going liaison with a variety of third parties (e.g., estate representatives, collections agencies, court representatives) and function as the collections program representative in administrative and/or court proceedings. Positions at this level may also be responsible for leading a unit of lower level clerical staff engaged in more routine collections activities.

Other positions allocated to this classification: (1) coordinate a unit of Collections Specialist positions performing complex collections activities which require on-going liaison with third parties (e.g., estate representatives, collections agencies, court representatives) and manages, with a staff attorney, cases requiring special action; or (2) collect delinquent penalties and interest, negotiate and establish payment plans through personal contact with employers subject to the Worker's Compensation law who do not respond to normal collection methods; or (3) collect Federal and/or institutional student loans and other delinquent/defaulted receivables subject to consumer laws, credit bureau laws, state and local procedures and Federal Regulations which did not respond to the normal collection methods; perform lead/specialist loan collection and office investigative work; interpret and apply numerous Federal Regulations and are responsible for Small Claims suits, garnishment action, tax setoff action etc.

#### **COLLECTIONS SPECIALIST SENIOR**

Positions coordinate, negotiate and resolve issues between DWD-WC, with parties including businesses, financial institutions and other State and Federal agencies; makes determinations on the appropriate joint handling of specific cases and may analyze and prepare cases requiring complex case records and interpretive answers; determines the need for statutory and code changes; participates in developing and implementing new policies and procedures; determines the adequacy and feasibility of collection measures and methods; instructs staff and law enforcement officials on the proper handling of complex and controversial cases in bankruptcies, receivership and probate proceedings; and serves as the department expert on the most complex cases by advising the department attorneys and managers on collection issues, policies and procedures. This position's duties involve responsibility for the most complex cases and varied situations beyond the expertise of lower level staff. Some examples of most complex duties include the issuance and execution of warrants to seize debtor's property, initiating and renewing levy action to seize debtor property held by third parties, and preparing garnishments, summons and complaints. This position performs computations of liability, releases liens in real estate transactions, and reviews complex statements of financial affairs and balance sheets for accounts involving insolvency proceedings. Work products receive general review for technical and programmatic accuracy and for compliance with the WC laws, agency and division policy and standards. The position allocated to this level performs advanced work under general supervision.

### **II. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment.

**III. RELATED TITLES**

Program Assistant  
Educational Loan Collector  
Financial Specialist