

**COLLECTIONS SPECIALIST (FINANCE)**

**General Statement of Duties and Responsibilities**

This class of positions encompasses specialized professional collections, negotiations, and investigative responsibilities at various levels of complexity; communicates regularly with professional client personnel, such as accountants, lawyers, taxpayers, customers and their representatives to collect or otherwise resolve unpaid and overdue taxes, charges, or fines. Serves as a project manager to monitor the status of the cases assigned until resolution. Involves work in the four major debt types (Business Tax, Parking Summons, City Agency Violations adjudicated by the Office of Administrative Trials and Hearing's (OATH's) Environmental Control Board (ECB), Property Tax and other Borough, Block, and Lot-based charges. Includes all other dept assigned to Collections in the agency's revenue collection operations. There are three Assignment Levels within this class of positions. All personnel perform related work and when necessary perform the duties of lower Assignment Levels.

**Assignment Level I**

Under general supervision, with some latitude for independent initiative and judgment, performs specialized professional work of ordinary difficulty in the field of debt collection in at least one debt type.

**Examples of Typical Tasks**

Seeks out the key decision-makers in corporations, partnerships, limited liability companies, and other organizations who have authority and responsibility for resolving debt issues; directs decision-makers to take specific actions regarding outstanding debts.

Serves as Project Manager of caseloads; manages caseload to determine which ones require follow-up; ensures that work is completed on each case in their caseload within a specified length of time before cases are transferred to another DOF unit or outside collection agency.

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Conducts investigative research to ascertain the debtor's location and/or assets.

Negotiates terms with debtors to reach a mutually agreed upon payment plan to settle existing past due accounts within agency payment plan parameters; determines the expected date of the action.

Follows up with debtor, respondent, or representative of a promised planned course of action such as to make a payment, return a payment plan or send a communication that has not occurred.

Performs outreach with taxpayer/respondents who are reluctant to discuss their liability.

Directs the conversation with the taxpayer/respondent away from open-ended discussions and towards specific actions that will lead to resolution of the outstanding liability.

Escalates issues to superiors about debtors unable to pay when necessary, including those that are unable to make the minimum down payment amount and/or the maximum agreement length.

Determines the origin of issued bills that have been referred to DOF Collections, the composition of the bill in terms of principal, penalty and interest, whether and when the City entered a judgment or lien against the taxpayer, respondent, or property, and whether and under what circumstances a debtor may request an abatement of penalty.

Interprets and applies city, state, federal laws, regulations and DOF collection policies, procedures and practices including but not limited to the Fair Debt Collection Practices Act to respond to inquiries from entities with liabilities.

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Resolves liabilities by payment, documentation or relevant information that proves the liability was issued in error or should be abated, or the liability is uncollectible because the entity no longer exists, is not an active business, or does not have sufficient assets to pay the liability.

Determines enforcement action that will result in payment of the outstanding debts owed to the City or refers the case within DOF (to an asset research specialist, or a collection attorney) or the Law Department, or to a private collection agency.

Travels to field sites to meet with taxpayer/respondents to resolve liability issues and collect and record data as necessary.

Solicits and collects debt; conducts interviews by phone or in person with taxpayers/respondents or their representatives.

Responds to requests for granting relief from penalties imposed when the tax bill is overdue.

Informs taxpayers of their rights under the law and provides them with quality customer service.

Prepares written reports as required.

**Assignment Level II:**

Under direction, with considerable latitude for independent action or decision, performs professional work of more than moderate difficulty in the field of debt collection. In addition to performing the duties described in Assignment Level I, may also supervise subordinate personnel engaged in the conduct of routine debt collection efforts.

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**Examples of Typical Tasks**

Conducts interviews on more difficult cases such as business tax warrants emanating from field audits, which are more complex to explain than business tax warrants emanating from automated bills. Resolves payment plans. Takes corrective action on:

City violation cases that require the respondent to not only pay but correct the underlying issue resulting in the violations (e.g. fix a building condition or obtain a proper permit for construction work).

Non-filer business tax cases in which obtaining a tax return for a non-filed period (or the documented reason why the return was not filed) takes precedence over the dollar amount assessed.

Lessee liable parking violation cases that require aggregation of summonses across multiple leasing companies for the same lessee; and other difficult cases as determined by the deputy city collector's manager.

In the temporary absence of supervisor, may assume the duties of that position.

**Assignment Level III:**

Under general direction, with wide latitude for the exercise of independent initiative and judgment, performs professional work of considerable difficulty in the field of debt collection. In addition to performing the duties described in Assignment Levels I and II.

**Examples of Typical Tasks**

Supervises and trains subordinate personnel engaged in the conduct of routine and complex debt collection efforts, handles escalated work, conducts analyses, writes reports, and assigns cases.

Conducts vendor clearance for major contracts.

COLLECTIONS SPECIALIST (FINANCE) (continued)

Examples of Typical Tasks (continued)

Conducts license and permit clearances for ECB.

Qualification Requirements

1. A baccalaureate degree from an accredited college or university in business administration, accounting or a related field and one year of satisfactory full-time professional experience working with a collections agency or similar; or
2. An associate degree as described in “1” above and three years of satisfactory full-time professional experience as described in “1” above; or
3. A four-year high school diploma or its educational equivalent approved by a State department of education or a recognized accrediting organization and five years of full-time professional experience in a collections agency or a collections environment.

Special Note:

To be eligible for placement in Assignment Level II, individuals must have, in addition to meeting the minimum requirements, either one year of full-time satisfactory experience in Assignment Level 1 or one year of full-time satisfactory debt collection experience.

To be eligible for placement in Assignment Level III, individuals must have, in addition to meeting the minimum requirements for Assignment Level II, successfully completed the Certificate Program: “Professional Collection Specialist Designation (PCS)”, offered by the Association of Credit and Collections Professionals (ACA) or an equivalent pre-approved professional certification in a related field.

COLLECTIONS SPECIALIST (FINANCE) (continued)

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.