

CITY OF FLAGSTAFF

Flagstaff is the largest community in the high country and is the county seat for Coconino County, the largest county in the United States. A historic Route 66 town, Flagstaff is ideally located at the juncture of Interstate 17 and Interstate 40. Though still reflecting a small town atmosphere, it maintains a selective growth plan with new expansion programs underway.

The City of Flagstaff is Northern Arizona's Employer of Choice! Our City government is devoted to enhancing the quality of life of our citizens and the experience of the many visitors who are attracted to Northern Arizona.

Date Posted: January 18, 2019
Vacancy No: 016-19
Position Title: Collections Specialist
Division / Section: Management Services/Revenue
Position Status: Full Time; FLSA Non-Exempt; Tenure & Benefit Eligible
Work Week: Monday – Friday; Winter Hours 8am-5pm; Summer Hours 7am-4pm
Salary Range: \$19.7383 - \$20.9226 Per Hour DOE
Closing Date: February 8, 2019

Actively supports and upholds the City's stated mission and values. Under direct supervision of the Billing/Collection Manager, employees of this classification collect delinquent revenue owed to the City.

ADMINISTRATIVE DUTIES

- Supervisory: This job does not have formal supervisory responsibilities.
- Budgetary: This job does not have budgetary responsibilities but carries out day-to-day activities within approved budget.
- Strategic Planning: This job does not have strategic planning responsibilities but carries out day-to-day activities in order to reach the stated goals and objectives.
- Policies/Procedures: This job has partial responsibility for policies and procedures at the program level.
- Compliance: This job has partial responsibility for compliance at the program level including ensuring all collection efforts follow applicable laws and procedures.
- Council Communications: This job carries out day-to-day activities in accordance with Council's adopted priorities and direction.
- Reporting: This job has partial responsibility for reporting at the program level including ensuring all collection efforts follow applicable laws and procedures.

EXAMPLES OF THE WORK PERFORMED (ILLUSTRATIVE ONLY)

- Provides excellent customer service to both internal and external customers.
- Performs basic collection methods including making phone calls to customers, sending letters to customers, and sending other applicable customer statements.
- Research vital personal information to ensure accuracy in reporting against customer account, such as tracing those who have not met their financial obligations to the City.
- Performs advanced collection methods including: lien filings, criminal complaints, credit agency reporting, dispute investigation, and payment arrangements.
- Performs end user non-sufficient check collections including intra-City notification.
- Performs general Customer Service administration duties including process answering phone calls and assisting customers with questions.
- Collects, compiles, and analyzes statistical data as related to Collection trends.
- Complete multiple tasks simultaneously, such as speaking on the phone while documenting conversation in a computer software.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Two years of college coursework in accounting or bookkeeping.
- Two years of related experience in collection methods, investigations, and techniques.
- One year of computer experience including Microsoft Office products.
- Or any combination of education, experience, and training equivalent to the above Minimum Requirements.

DESIRED EXPERIENCE AND TRAINING

- Experience with heavy public contact, both via phone and in person.
- Ability to diffuse conflict.

OTHER REQUIREMENTS

- Certification with the FCRA (Fair Credit Reporting Act). Must be obtained within 6 months of employment.
- Must possess, or obtain upon employment, a valid Arizona driver's license.
- Regular attendance is an essential function of this job to ensure continuity.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (ILLUSTRATIVE ONLY)

- Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, and penalties.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Accountability: This job has partial responsibility for accountability including community, organizational, and financial aspects (for example: understands community politics as necessary part of organizational life; understands the culture of the organization; and is aware of the impact of financial processes and outcomes on the organization.)
- Responsiveness: This job has partial responsibility for addressing customer needs to include ensuring appropriate communication skills, composure, decision making, and mediation skills for self (for example: honest, direct, and understandable communication; controls emotions when things get tough; actively seeks input to make decisions; and is proactive in confronting and resolving conflict.)
- Quality: Highly proficient in attention to detail to ensure accuracy in gathering and compiling information as well as reporting to credit agency.
- Customer Service: This job has partial responsibility for ensuring high quality customer service for self, including customer focus, expectation management, and interpersonal skills (for example: responds promptly to customer needs; keeps customer informed of progress with timely feedback; uses diplomacy and tact.)
- Professionalism: This job carries out day-to-day activities in a manner that is honest, responsible, fair, highly trained, and cost conscious.
- Teamwork: This job carries out day-to-day activities in a manner that promotes teamwork in partnership with citizens, other agencies, and other employees.
- Problem Solving: This job has partial responsibility and assists with ensuring employees solve problems creatively, open-mindedly, and professionally including creativity and innovation, initiative, planning and organizational skills, and process management (for example: actively pursues best practices to integrate with internal practices; drive to meet/exceed objectives or standards; uses project and time management skills; and is knowledgeable about internal controls.)

- Leadership: This job carries out day-to-day activities serving people with integrity and personal character.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- While performing the duties of this job, the employee is regularly required to sit, use hands to finger/handle/feel, reach with hands and arms, talk or hear. The employee is occasionally required to stand, walk, stoop/kneel/crouch/crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Vision requirements for this position include close vision, distance vision, and the ability to adjust focus.
- Working conditions include occasional exposure to wet or humid conditions (non-weather).
- The noise level in the work environment is usually moderate.

PRE-EMPLOYMENT REQUIREMENTS

- There are no pre-employment physical requirements for this position.
- There are no pre-employment testing requirements for this position.
- There are no pre-employment vaccination requirements for this position.

CLASSIFICATION INFORMATION

- Range 8, B-2-4, FLSA non-exempt

TO APPLY ONLINE:

In order to apply for this position you will have to fill out a City of Flagstaff application on our website. Visit our website to apply or for more information on this position and other opportunities. You will find complete job descriptions, requirements and application information at:

<http://www.flagstaff.az.gov/jobs>

NOTE: Applications are due to the Human Resources department by 4PM on the closing date regardless of the postmarked date.

TO APPLY IN PERSON:

Applications are available and can be turned in at: 211 W. Aspen Ave., Flagstaff, AZ 86001
Call our general information line at (928) 213-2090 or (800) 463-1389 to request an application by mail.
Fax your resume to (928) 213-2089 or E-mail: human.resources@flagstaffaz.gov

Additional information about current and open job vacancies can also be found by calling our job line at (800) 463-1389.

The City of Flagstaff is an Equal Opportunity/Affirmative Action employer.
All qualified applicants will receive consideration for employment without regard to race, color,
religion, sex, national origin, disability, age, or protected Veteran status.

AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.

Paid Holidays • Paid Vacation Days • Paid Sick Days • Health/Dental/Life/Vision Insurance