General Statement of Duties
Performs intermediate/standard investigative work of legal liability and collection activities including uncollectible and/or overdue payments and accounts.

Distinguishing Characteristics
This class is distinguished from the Investigator Supervisor which supervises and directs the work and activities of investigators to ensure proper preparation of the caseload for persuasiveness of evidence and potential of case for possible civil or criminal prosecution. The Collections Investigator is also distinguished from the Business License Inspector which monitors and enforces compliance to state statutes, municipal ordinance, rules and regulations relating to businesses and licensing. This class is also distinguished from the Investigations Technician which performs standard/intermediate level investigative work including assisting in conducting comprehensive investigations of a criminal/civil cases and making preliminary determination regarding jurisdictional authority and specific statutory violations. The Collections Investigator is mainly involved with conducting investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
None

Essential Duties
Conducts investigations and ascertains reasons for overdue accounts by interviewing debtor, family members, treatment agencies, insurance companies, and other involved parties to determine collectability of account(s).

Researches and verifies debtor information through police records, treatment agencies, employers, and/or insurance reports to determine location of responsible parties, or witnesses for process serving, location of assets, garnishment, or execution of judgments or appropriate legal proceedings.
Determines liability and makes arrangements for settlement of legal issues with approval from City Attorney including negotiation of payment agreements.

Contact debtor or designated representative, explains legal obligation for restitution of account(s), monitors payments, and closes out account at full restitution.

Initiates appropriate documents for legal actions to obtain payment(s).

Assembles, organizes, and maintains case files, reports of partial payments, and full collection of debts, uncollectible accounts, and records of correspondence.

Performs research and assembles and organizes documents to provide information to insurance companies, attorneys, or other interested parties.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

- **Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

- **Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

- **Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

- **Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

- **Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

- **Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables, applies what is learned from written material to specific situations.

- **Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

### Education Requirement

Associate's Degree.

### Experience Requirement

One (1) year of experience involving public contact relating to code enforcement, inspections, or investigations.
**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Subject to varying and unpredictable situations. Subject to many interruptions. Subject to long irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Balancing: maintaining body equilibrium to prevent falling over.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with fingers.
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Employment Verification
By position, Motor Vehicle Record
Education Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
Class Detail

Pay Grade: N-618
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: