

ATTORNEY GENERAL  
CLASSIFICATION  
SPECIFICATION

**Classification Series:**  
Claims Account Representative

**Series No:**  
1654AG

**Major Agencies:**  
Attorney General Only

**Effective Date:**  
06-29-03

**Series Purpose:** The purpose of the Claims Account Representative occupation is to collect certified delinquent taxes & debts owed to state agencies.

**Class Title:** Claims Account Representative 1      **Class Number:** 16541AG  
Effective 06-29-03

**Class Concept:** The entry- level class works under immediate supervision & requires some knowledge of law, rules & procedures governing collection of delinquent taxes & debts owed to the state (i.e. performs skip tracing, investigates, traces & verifies debtor location using various methods to locate & verify information).

**Class Title:** Claims Account Representative 2      **Class Number:** 16542AG  
Effective 06-29-03

**Class Concept:** The intermediate class works under general supervision & requires knowledge of law, rules & procedures governing collection of delinquent taxes & debts owed to the state (i.e. requiring use of multiple computations, cross referencing data, variety of other procedures where absolute accuracy is required & requiring good communication skills).

**Class Title:** Claims Account Representative 3      **Class Number:** 16543AG  
Effective 06-29-03

**Class Concept:** The advanced performance level class acts as a lead worker providing training and work direction on a daily basis over lower-level Claims Account Representatives.

<b><u>CLASS TITLE:</u></b>	<b><u>CLASS NO.:</u></b>	<b><u>BARG. UNITS:</u></b>
Claims Account Representative 1	16541AG	045

**EFFECTIVE DATE:**

**NEW EFFECTIVE DATE:**

06-29-03

**JOB DUTIES IN ORDER OF IMPORTANCE: (THERE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBERNTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)**

Collects delinquent taxes &/or monies owed to state agencies; handles sensitive telephone & in-person contacts with general public, clients, accountants & attorneys to collect delinquent debts (e.g. accesses, reviews & updates account information on video display terminal. Performs skip tracing, investigates, traces & verifies debtor location (e.g., uses various methods to locate & verify information).

Maintains accounts on debt owed to State (e.g. review inventory daily to determine status of payments, maintains daily log sheet for supervisor); makes recommendations to supervisor to make accounts uncollectible; issues praecipes & cites permits; may assign&/or reassign cases &/or assessments to special counsel when necessary; negotiates repayment with debtor, legal &/or other government representatives; closes accounts which have made restitution.

Performs general clerical tasks (e.g., review correspondence checks; sends correspondence to debtors, attorneys, accountants & others involved in case); files; provides general information; answers telephone; photocopies.

**MAJOR WORKER CHARACTERISTICS:**

The entry-level classification provides training to employees on collections basics. Knowledge of locator procedures & collection activities for delinquent accounts\*; law & rules applicable to accounts referred to collections\*; public relations; English compositions & grammar or business communications/correspondence; additions, subtraction, multiplications, division, fractions, percentages & decimals. Skill in operation of office equipment. Ability to apply appropriate locator procedures & establish payment plans or make proper referral to special counsel for collection;\* handle routine & sensitive inquiries from &contacts with debtors; legal personnel & other government representatives.

(\* )Developed after employment

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 months collections experience (12 months training, public relations and/or experience in office practices & procedures may be substituted for any and all collections experience.); 1 course of 3 months experience in English composition & grammar or business communications/correspondence; formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, percentages & decimals; 4 months training or 4 months experience in use of office equipment to include video display terminals, calculator & telephone equipment. - Or an associates degree in business administration, communications, English or related fields.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Cross training and periodic reviews of production standards.

**NOTE: REQUIREMENTS FOR PROMOTION TO CLAIMS ACCOUNT REPRESENTATIVE 2:**

Exhibiting excellent customer/public relation skills & exceeding employer established percentages for not less than 120 days. (Note: The employer established percentage will be set after conferring with the Union). All moves made between Account Representative 1, 2, and 3, for purpose of promotion or demotion, will be determined by a panel consisting of the Senior Deputy Attorney General, a Manager, and HR Manager.

**UNUSUAL WORKING CONDITIONS:**

Rotation between units as operational needs require. Periodic monitoring of collections related telephone calls & computer activity for quality assurance purposes.

**CLASS TITLE:**

Claims Account Representative 2

**CLASS NO.:**

16542AG

**BARG. UNITS:**

045

**EFFECTIVE DATE:****NEW EFFECTIVE DATE:**

06-29-03

**JOB DUTIES IN ORDER OF IMPORTANCE: (THERE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBERNTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)**

Collects delinquent taxes &/or monies owed to state agencies, handles sensitive telephone & in-person contacts with general public, clients, accountants & attorneys to collect delinquent debts (e.g. accesses, reviews & updates account information on video display terminal.) Requires payment in full &/or establishes payment plan for debtor (which requires use of multiple computations; works with special counsel to collect debts). Performs skip tracing, investigates, traces & verifies debtor location (e.g., uses various methods to locate & verify information).

Maintains accounts on debt owed to State (e.g. review inventory daily to determine status of payments, maintains daily log sheet for supervisor); makes recommendations to supervisor to make accounts uncollectible; issues praecipes & cites permits; may assign&/or reassign cases &/or assessments to special counsel when necessary; negotiates repayment with debtor, legal &/or other government representatives; closes accounts which have made restitution.

Performs general clerical tasks (e.g., review correspondence checks; sends correspondence to debtors, attorneys, accountants & others involved in case); files; provides general information; answers telephone; photocopies.

**MAJOR WORKER CHARACTERISTICS:**

This intermediate collections position requires Knowledge of locator procedures & collection activities for delinquent accounts; law & rules applicable to accounts referred to collections; public relations; English compositions & grammar or business communications/correspondence; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in operation of office equipment. Ability to apply appropriate locator procedures & establish payment plans or make proper referral to special counsel for collection;\* handle routine & sensitive inquiries from & contacts with debtors; legal personnel & other government representatives.

(\*) Developed after employment)

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

The candidates eligible to apply for this position would include any applicant with 2 years of collections experience or experience and knowledge of Special Counsel.

2 years of collections experience (12 months training, public relations and/or experience in office practices & procedures & 12 months collections experience may be substituted for the 2 years of collections experience); 1 course or 3 months experience in English composition & grammar or business communications/correspondence; formal education in arithmetic that includes addition, subtraction, multiplication, division, fractions, percentages & decimals; 4 months training or 4 months experience in use of office equipment to included video display terminals, calculator & telephone equipment.

- Or an associates degree in business administrations, communications, English or related field.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Cross training and periodic reviews of production standards.

**NOTE: REQUIREMENTS FOR PROMOTION TO CLAIMS ACCOUNT REPRESENTATIVE 3:**

Exhibiting excellent customer/public relation's skills and exceeding the employer established percentage for a period not less than 12 months. (Note: the employer established percentage will be set after conferring with the Union.) All moves made between Claims Account Representative 1, 2, and 3, for purpose of promotion or demotion, will be determined by a panel consisting of the Senior Deputy Attorney General, a Manager, and HR Manager. Failure to maintain this performance level could mean moving back to the previous Claims Account Representative level, with no right of grievance except as to whether or not the grievant achieved or failed to achieve the required levels of production.

**UNUSUAL WORKING CONDITIONS:**

Rotation between units as operational needs require. Periodic monitoring of collections related telephone calls & computer activity for quality assurance purposes.

**CLASS TITLE:**

Claims Account Representative 3

**CLASS NO.:**

16543AG

**BARG. UNITS:**

045

**EFFECTIVE DATE:****NEW EFFECTIVE DATE:**

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**JOB DUTIES IN ORDER OF IMPORTANCE: (THERE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBERNTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)**

Serves as lead worker (i.e. trains & provides work direction on daily basis) over lower-level Claims Account Representatives; reports units status.

Collects delinquent taxes &/or monies owed to state agencies, handles sensitive telephone & in-person contacts with general public, clients, accountants & attorneys to collect delinquent debts (e.g. accesses, reviews & updates account information on video display terminal.) Requires payment in full &/or establishes payment plan for debtor (which requires use of multiple computations; works with special counsel to collect debts). Performs skip tracing, investigates, traces & verifies debtor location (e.g., uses various methods to locate & verify information.

Maintains accounts on debt owed to State (e.g. review inventory daily to determine status of payments, maintains daily log sheet for supervisor); makes recommendations to supervisor to make accounts uncollectible; issues praecipes & cites permits; may assign&/or reassign cases &/or assessments to special counsel when necessary; negotiates repayment with debtor, legal &/or other government representatives; closes accounts which have made restitution.

Performs general clerical tasks (e.g., review correspondence checks; sends correspondence to debtors, attorneys, accountants & others involved in case); files; provides general information; answers telephone; photocopies.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of employee client specific training & development; \* Unit management. Knowledge of locator procedures & collection activities for delinquent accounts; law & rules applicable to accounts referred to collections; public relations; English compositions & grammar or business communications/correspondence; addition, subtraction, multiplication, division, fractions, percentages & decimals. Skill in operation of office equipment. Ability to apply appropriate locator procedures & establish payment plans or make proper referral to special counsel for collection;\* handle routine & sensitive inquiries from &contacts with debtors; legal personnel & other government representatives.

(\*) Developed after employment

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

2 years of collections experience in the Attorney General's Collections Enforcement Section.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLAIMS ACCOUNT REPRESENTATIVE 3 CLASSIFICATION:**

Exhibiting excellent customer/public relation's skills and exceeding the employer established percentage for a period not less than 12 months. (Note: the employer established percentage would be set after conferring with the union).

All moves made between Claims Account Representative 1,2,and 3, for purpose of promotion or demotion, will be determined by a panel consisting of the Senior Deputy Attorney General, a Manager and HR Manager. Failure to maintain this performance level could mean moving back to the previous Claims Account Representative level, with no right of grievance except as to whether or not the grievant achieved or failed to achieve the required levels of production.

**UNUSUAL WORKING CONDITIONS:**

Rotation between units as operational needs require. Periodic monitoring of collections related telephone calls & computer activity for quality assurance purposes.