The purpose of the Claims Account Representative occupation is to collect delinquent taxes & debt owed to state agencies.

**Claims Account Representative 1**

**JOB TITLE:** Claims Account Representative 1

**JOB CODE:** 16541AG

**PAY GRADE:** 27

**EFFECTIVE:** 10/28/2018

**CLASS CONCEPT**
The entry performance level works under immediate supervision & requires some knowledge of laws, rules, & procedures governing collections activities in order to collect delinquent taxes & debts owed to the state.

**Claims Account Representative 2**

**JOB TITLE:** Claims Account Representative 2

**JOB CODE:** 16542AG

**PAY GRADE:** 28

**EFFECTIVE:** 10/28/2018

**CLASS CONCEPT**
The intermediate performance level works under general supervision & requires knowledge of laws, rules & procedures governing collections activities in order to collect delinquent taxes & debt owed to the state.

**Claims Account Representative 3**

**JOB TITLE:** Claims Account Representative 3

**JOB CODE:** 16543AG

**PAY GRADE:** 29

**EFFECTIVE:** 10/28/2018

**CLASS CONCEPT**
The advanced performance level works under general direction & requires extensive knowledge of laws, rules & procedures governing collections activities in order to act as a lead worker providing training & work direction to lower-level Claims Account Representatives & collect delinquent taxes & debts owed to the state.
JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Collects delinquent taxes &/or monies owed to state agencies
   - Handles sensitive telephone & in-person contact with clients, attorneys, & accountants to resolve delinquent debt
   - Maintains electronic &/or hard copy files; review & updates account information in system
   - Performs skip tracing to investigate, track & verify debtor location using a variety of methods

2. Maintains account records on debt owed to the state
   - Reviews account inventory daily to determine status of payments & maintains daily log sheet
   - Makes recommendations to supervisor regarding designating accounts uncollectable
   - Issues praecipes & cites permits
   - May assign &/or reassign accounts &/or assessments to special counsel if needed
   - Negotiates repayment with debtor, legal representative or other government representative
   - Closes accounts which have made restitution

3. Performs general clerical duties
   - Reviews & sends correspondence to debtors, attorneys, accountants & other personnel involved with accounts
   - Answers phones
   - Responds to telephone, e-mail & in-person inquiries from general public & provides general information

MAJOR WORKER CHARACTERISTICS
Knowledge of locator procedures & collections activities for delinquent accounts*; office practices & procedures; laws & rules relating to delinquent account collections*; public relations; English composition & grammar or business communications; addition, subtraction, multiplication, division, fractions, percentages, & decimals. Skill in use of personal computer; Microsoft Office Suite (e.g., Word, Excel, Power Point). Ability to apply appropriate locator procedures & establish payment plans; handle routine & sensitive inquiries from & contact with debtors, legal personnel & other government representatives.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT
High school diploma & 12 mos. exp. in collections or 12 mos. trg. in collections, public relations &/or office practices & procedures; 1 course or 3 mos. trg. in English composition & grammar or business communication; formal education in arithmetic to include addition, subtraction, multiplication, division, fractions, & decimals; 4 mos. exp. or 4 mos. trg. in use of personal computer, calculator & telephone equipment.

-Or completion of associates core program in business administration, communications, English or related fields

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT
Cross training & periodic reviews of performance standards.

UNUSUAL WORKING CONDITIONS
May rotate between units as operational needs dictate. Telephone & computer activity will be periodically monitored for quality assurance purposes.
JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Collects delinquent taxes &/or monies owed to state agencies
   - Handles sensitive telephone & in-person contact with clients, attorneys, & accountants to resolve delinquent debt
   - Requires payment in full or uses multiple computations to design payment plan for debtor
   - Works with special counsel to collect outstanding debts
   - Maintains electronic &/or hard copy files; review & updates account information in system
   - Performs skip tracing to investigate, track & verify debtor location using a variety of methods

2. Maintains account records on debt owed to the state
   - Reviews account inventory daily to determine status of payments & maintains daily log sheet
   - Makes recommendations to supervisor regarding designating accounts uncollectable
   - Issues praecipes & cites permits
   - May assign &/or reassign accounts &/or assessments to special counsel if needed
   - Negotiates repayment with debtor, legal representative or other government representative
   - Closes accounts which have made restitution

3. Performs general clerical duties
   - Reviews & sends correspondence to debtors, attorneys, accountants & other personnel involved with accounts
   - Answers phones
   - Responds to telephone, e-mail & in-person inquiries from general public & provides general information

MAJOR WORKER CHARACTERISTICS
Knowledge of locator procedures & collections activities for delinquent accounts*; office practices & procedures; laws & rules relating to delinquent account collections*; public relations; English composition & grammar or business communications; addition, subtraction, multiplication, division, fractions, percentages, & decimals. Skill in use of personal computer; Microsoft Office Suite e.g., Word, Excel, Power Point). Ability to apply appropriate locator procedures & establish payment plans; handle routine & sensitive inquiries from & contact with debtors, legal personnel & other government representatives.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT
High school diploma & 2 yrs. exp. in collections or 12 mos. exp. & 12 mos. trg. in collections, public relations &/or office practices & procedures; 1 course or 3 mos. trg. in English composition & grammar or business communication; formal education in arithmetic to include addition, subtraction, multiplication, division, fractions, & decimals; 4 mos. exp. or 4 mos. trg. in use of personal computer, calculator & telephone equipment.

-Or completion of associates core program in business administration, communications, English or related fields

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT
Cross training & periodic reviews of performance standards.

UNUSUAL WORKING CONDITIONS
May rotate between units as operational needs dictate. Telephone & computer activity will be periodically monitored for quality assurance purposes.
JOB TITLE
Claims Account Representative 3

JOB CODE
16543AG

B. U.
45

EFFECTIVE
10/28/2018

PAY GRADE
29

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Serves as lead worker over lower-level Claims Account Representatives
   - Trains & provides work direction to lower-level representatives
   - Reports unit status to supervisors

2. Collects delinquent taxes &/or monies owed to state agencies & local governments
   - Handles sensitive telephone & in-person contact with clients, attorneys, & accountants to resolve delinquent debt
   - Requires payment in full or uses multiple computations to design payment plan for debtor
   - Works with special counsel & third party vendors to collect outstanding debts
   - Maintains electronic &/or hard copy files; review & updates account information in system
   - Performs skip tracing to investigate, track & verify debtor location using a variety of methods

3. Maintains account records on debt owed to state & local governments
   - Reviews account inventory daily to determine status of payments & maintains daily log sheet
   - Makes recommendations to supervisor regarding designating accounts uncollectable
   - Issues praecipes & cites permits
   - Utilizes insolvency practices when working with accounts in bankruptcy status
   - May assign &/or reassign accounts &/or assessments to special counsel if needed
   - Negotiates repayment with debtor, legal representative or other government representative
   - Closes accounts which have made restitution

4. Performs general clerical duties
   - Reviews & sends correspondence to debtors, attorneys, accountants & other personnel involved with accounts
   - Answers phones
   - Responds to telephone, e-mail & in-person inquiries from general public & provides general information

MAJOR WORKER CHARACTERISTICS
Knowledge of locator procedures & collections activities for delinquent accounts*; office practices & procedures; laws & rules relating to delinquent account collections*; public relations; English composition & grammar or business communications; addition, subtraction, multiplication, division, fractions, percentages, & decimals. Skill in use of personal computer; Microsoft Office Suite e.g., Word, Excel, Power Point). Ability to apply appropriate locator procedures & establish payment plans; handle routine & sensitive inquiries from & contact with debtors, legal personnel & other government representatives.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT
High school diploma & 3 yrs. exp. in collections or 24 mos. exp. & 12 mos. trg. in collections, public relations &/or office practices & procedures; 1 course or 3 mos. trg. in English composition & grammar or business communication; formal education in arithmetic to include addition, subtraction, multiplication, division, fractions, & decimals; 4 mos. exp. or 4 mos. trg. in use of personal computer, calculator & telephone equipment.

-Or completion of associates core program in business administration, communications, English or related fields

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT
Cross training & periodic reviews of performance standards.

UNUSUAL WORKING CONDITIONS
May rotate between units as operational needs dictate. Telephone & computer activity will be periodically monitored for quality assurance purposes.