



## County of Erie

MARK C. POLONCARZ  
COMPTROLLER

### EMPLOYMENT ANNOUNCEMENT OFFICE OF ERIE COUNTY COMPTROLLER

#### BILLING COLLECTIONS SPECIALIST

The Erie County Comptroller's Office is soliciting resumes and letters of interest from prospective applicants for the position of BILLING COLLECTIONS SPECIALIST.

The position, in the Division of Accounting, reports to the Deputy Comptroller. This is a competitive position in the classified civil service, Job Group X, with starting (2007) salary \$37,886 and a longevity step increase to \$40,301 (2007) after six months.

Please find attached the position description, including the requirements for the position.

The New York State Civil Service Commission and Erie County Department of Personnel have not yet conducted an examination and there is presently no established Civil Service list for the title. Any appointment will be provisional until such time as an exam is held and a list established and a candidate appointed.

Interested applicants should complete the Erie County Application for Examination or Employment at <http://www.erie.gov/employment/pdfs/emplapp.pdf> and send that application along with letter of interest and their resume to: Erie County Comptroller Mark C. Poloncarz, 95 Franklin Street, 11<sup>th</sup> Floor, Buffalo, New York 14202, Attention: Timothy C. Callan.

The Comptroller's Office will accept letters, resumes and applications for this position until the close of business on Friday, January 18, 2008. For any questions, please contact Timothy C. Callan, Associate Deputy Comptroller, at (716) 858-8404 or via electronic mail at [callant@erie.gov](mailto:callant@erie.gov).

The County of Erie is an equal employment opportunity employer.

January 11, 2008

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## BILLING COLLECTIONS SPECIALIST

### DISTINGUISHING FEATURES OF THE CLASS:

The work involves supervising and performing clerical, technical and para-professional activities related to the collection of payments for delinquent accounts. The incumbent monitors collection activities and performs the more difficult collection activities related to accounts for which payments has not been obtained. Work is performed under the general supervision of higher level collection staff. Supervision is exercised over lower level clerical staff engaged in billing and collection work. Does related work as required.

### TYPICAL WORK ACTIVITIES:

- Performs moderately complex duties in connection with credit, billing and collection activities;
- Monitors computer and manual reports to determine and follow up delinquent accounts;
- Communicates verbally or in writing with clients to secure delinquent payments;
- Monitors and works to conclusion, all collection accounts assigned;
- Maintains statistical data and prepares reports;
- Checks for accuracy, lays out work for subordinate employees;
- Maintains specialized records in relation to collection activities;
- Supervises employees in collection related activities;
- Confers with County departments regarding delinquent accounts and possible payment problems and questions;
- Schedules work assignments and makes recommendations on revising collection procedures;
- Acts as a resource person relating to current trends and changing techniques in collection work.

### FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the laws, rules and regulations governing the collection of delinquent accounts;
- Good knowledge of current methods, techniques, and special procedures used in collection work;
- Working knowledge of specialized collection programs and their applications to government collection activities;
- Ability to supervise and coordinate the activities of a clerical staff performing billing and collection procedures;
- Ability to communicate effectively with administrative staff, subordinate employees and clients having delinquent accounts;
- Ability to prepare detailed comprehensive and concise reports on collection activities;
- Tact and courtesy;
- Calmness;
- Physically capable of performing the essential functions of the position with or without reasonable accommodation.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited of New York State registered two (2) year college or university with an Associate's Degree in Accounting, Business, Legal Studies or related field and three (3) years of experience in billing and collection work, at least one (1) year of which included administrative or supervisory responsibilities; or

B) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience in billing and collection work, at least one (1) year of which included administrative or supervisory responsibilities; or

C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full time experience requirements.