



Collections Enforcement Officer

Department: Adult Probation

DESCRIPTION

The Collections Enforcement Officer manages the collection function in the Adult Probation Office. This position manages higher caseloads (up to 1,000) through the use of advanced technology and will utilize collections reminders through our case management system. Additionally, this position will utilize software to develop detailed reports to monitor payment plans. The collections officer will also utilize JNET and other software to improve collections.

This position works closely with the Clerk of Courts to establish an overall better collections process. Next, the collections officer will oversee the coordination and development of a Collections Court. This Court would not only include monitor active cases on supervision, but those who have maxed off. The Collections officer will effectively manage any additional conditions imposed by this Court to including reporting requirements, job seeking, and purge payments.

Lycoming County has over thirty million dollars in outstanding costs and fines and over eighteen million in restitution. Additionally, we are over \$1,000,000 in arrears on our payment plans.

This position will work closely with the Chief Probation Officer to quickly and effectively improve the overall collections process for Lycoming County.

REPORTING RELATIONSHIPS

This position reports directly to the Chief Probation Officer or his designee.

ESSENTIAL JOB FUNCTIONS

- Provide vision and leadership to the Collections Program in the Adult Probation Department.
- Responsible and accountable for managing the collection of fines, costs, restitution and supervision fees for the Adult Probation and Parole Department of the County of Lycoming.
- Coordinate all aspects of Criminal Collections Court.
- Oversee and maintain records within the case management system of the Criminal Collections Court.
- Assess and review the financial status of all clients in order to establish appropriate payment arrangements within the Order of the Court.
- Oversee, maintain, and monitor payments made by offenders and apply collection methods such as personal contacts, dunning letters, wage attachments, hearings, and civil judgments, etc.
- Maintain and utilize the collection software (used for collecting fines, cost, and restitution).
- With the Chief or his designee, develop and implement policies and procedures that apply to the daily activities of the Collections Unit, Criminal Collections Court and help to carry out the court's policies.
- Prepare financial and statistical reports, as necessary.
- Interview qualified applicants for Collection Court and recommend candidates to the Chief or his Designee.
- Ensure the effective and efficient operation of the Collection Unit.

- Manage functions of internal records management systems, Common Pleas Case Management System (CPCMS), and the Pennsylvania Justice Network System (JNET)
- Manage approximately 1,000 accounts involving fines, costs and restitution owed by adult probation and parole clients.
- Use a collection software package to monitor payments, correspondence, notation of contacts and all relevant documents.
- Research and review victim restitution information to ensure that the appropriate victims will be compensated for their loss in a timely manner.
- Maintain contact with offenders' probation or parole officers concerning collections.
- Perform other duties, tasks, and special projects, as required.

OTHER SPECIFIC TASKS OR DUTIES

- Participate in contributory/advisory role with inter-county, community, and state-level organizations/committees.
- As requested, assist APO administration with departmental development functions.
- Perform related work as required.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position has been identified as having the potential for exposure to Hepatitis B. Access to training and voluntary vaccination against Hepatitis B is provided.

Ability to sit, sometimes for long periods of time, escort offenders from waiting area to office, operate a computer or laptop, lift and move files weighing up to 10 pounds are all essential for performing this position successfully.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the criminal justice field.
- Strong professional ethics.
- Ability to follow office protocol.
- Excellent organizational and time management skills.
- Ability to establish priorities (remain focused on daily operations).
- Able to carry tasks to completion.
- General knowledge and understanding of County of Lycoming policies and procedures.
- Able to use common sense understanding to carry out written or verbal instructions.
- Must possess the ability to interact and communicate effectively (orally and in writing) with the Court, attorneys, treatment providers, co-workers, and people of diverse backgrounds.
- Basic knowledge of the principles and policies of the criminal justice system, including statutes, rules, and regulations.
- Possess leadership skills and the ability to delegate, embrace teamwork, and work independently.
- Ability and desire to work with people and the capacity to do so with tolerance and understanding.

COMPUTER SKILL

To perform this job successfully, an individual should have:

- Basic Word skills
- Basic Excel skills
- Basic Access skills
- Basic Outlook skills (Email and Calendar)
- Basic Internet Explorer skills
- Knowledge and skill or the ability to learn the department collection software package.

REQUIRED LICENSES/CERTIFICATIONS/CLEARANCES

The candidate must pass a criminal background check, a pre-employment drug screen, and a driver history check.

MINIMUM QUALIFICATIONS

- Associate degree or equivalent combination of education and experience.
- Three years of job-related experience.
- Excellent verbal and written communication skills.
- Strong interpersonal skills
- Ability to work independently and proceed with objectives.
- Easily adapts to changes in the work environment.
- Ability to maintain confidential information and handle confidential matters.
- Strong customer service experience and skills.
- Ability to multi-task and establish priorities.
- Accurate and detail oriented.
- Ability to handle and resolve recurring problems.
- Knowledge and skill with modern office equipment (fax, copier, calculator, etc.).
- Commitment to demonstrating conduct that inspires public confidence and trust in the courts, preserves the integrity of the court system, and reflects a commitment to serving the public.
- Compliance with the Code of Conduct for Employees of the Unified Judicial System of Pennsylvania.

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

This Organization Participates in E-Verify

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