

Collections Assistant

Position Summary

The Collections Assistant works with debtors to collect money owed to the State of Iowa for fines, restitution, fees, and surcharges. Communication with debtors occurs by email, phone, and in person. The Collections Assistant is responsible for reviewing collections records and sending correspondence to debtors that are not current with payments. This position is also responsible for assisting attorneys with collections questions and locating debtor records.

Position Responsibilities

- Maintain cases in case management system (PbK)
- Audit collection accounts to ensure payments are timely and plans are current
- Review documentation submitted and determine appropriate action
- Scan documentation
- Explain collection process to debtors
- Generate correspondence and send to debtors regarding account (past due, missing information, etc.)
- Coordinate with other counties to collect money owed
- Obtain location information on debtors via CLEAR
- Notify Probation of non-complying debtors
- Prepare release of tags and distribute to appropriate county
- Prepare overview of monthly collection data
- Update debtor records in PbK (address, phone, etc.)
- Review PbK and Iowa Courts Online to determine amount debtor owes
- Create payment plans (wage assignment, payment plan, driver's license reinstatement)
- File documentation in EDMS, as needed
- Work with employers to execute wage assignments
- Answer phone and direct caller to most appropriate person
- Answer general questions from the public, Court Personnel, and Law Enforcement
- Work with Sheriff's Office to collect Room and Board fees
- Efile Small Claims cases on defaulted Room and Board agreements
- Assist co-workers in back-up capacity
- Manage assigned docket
- All other duties as assigned

Education, Skills and Experience

- Graduation from high school or GED
- Must be able to effectively communicate in person, on the phone, and in writing
- Must have the ability to maintain confidentiality
- Develop and maintain effective working relationships with the general public, attorneys, county officials, and co-workers
- Ability to organize and manage multiple priorities and exercise independent judgment
- Must be a positive representative of the County Attorney's Office and Warren County

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- A strong team player and demonstrate a commitment to the ideas and values of Warren County

Physical Demands and Work Environment:

The physical demands and work environment characteristics 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.

Physical demands: While performing duties of this job, the employee is required to sit and/or stand for long periods of time. Must have the ability to lift, pull, push, and/or move up to 25 pounds.

Work environment: The noise level is minimal