



<b>DATE</b>	June 2014
<b>JOB CODE</b>	
<b>FLSA</b>	NON-EXEMPT
<b>EEO</b>	

JOB TITLE: Court Collector  
DEPARTMENT/DIVISION: Municipal Court  
REPORTS TO: Deputy Court Administrator

**SUMMARY:** Responsible for reaching out to customers to collect payment for outstanding warrants. Acts as the liaison between the court and customers on overdue accounts.

**POSITION JOB FUNCTIONS:**

- Arrange for collection of payments on warrants
- Locate customers with the resources provided by the court
- Ensure all customer information is correct, including phone numbers and addresses
- Update customer information in the court system
- Send notices to people with outstanding warrants
- Performs other duties as assigned
- Contact customers through various forms of communication

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- None.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of telephone etiquette;
- Skilled in operating modern office equipment;
- Skilled in providing customer service;
- Skilled in handling irate customers;
- Skilled in handling frequent interruptions;
- Skilled in performing basic mathematical calculations;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- One year related experience in area of assignment such as inbound call center, cash handling, or customer service.

**PREFERENCES:**

- One year collections experience.
- Bilingual in Spanish and English.

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.