

# CITY OF HAMILTON

**CORPORATE SERVICES DEPARTMENT**  
**(CUSTOMER SERVICE & PROVINCIAL OFFENCES ADMINISTRATION DIVISION – PROVINCIAL OFFENCES –**  
**LOCATION – 50 MAIN ST. E.)**

**COLLECTIONS CLERK - CUPE 5167**

**SUMMARY OF DUTIES**

Reporting to the Manager, POA, and receiving direction from the Collections Coordinator. This position performs customer service and contact in order to collect overdue fine revenue. Other duties include performing background investigation for enforcement files, preparing and filing legal forms and documents, maintaining a filing system for enforcement files, performing internet searches in an attempt to locate defendants, make contact and negotiate payment for outstanding fines.

**GENERAL DUTIES**

Performs background investigation for files sent for further enforcement and credit bureau reporting via collection agency using a variety of resources.

Liaises with outside organizations and agencies with respect to filing of certificates of default and discussion of files sent to the collection agency.

Provides efficient customer service to the general public on collection and Provincial Offences matters.

Confirms debtor information and amounts outstanding for legal documentation.

Prepares and files court documents such as certificate of default, garnishment and writs of seizure with appropriate Court.

Drafts and forwards a Notice of Judgment for judgment debtors.

Prepares files sent for further enforcement.

Liaises with POA staff, Small Claims Court staff and Legal Division regarding enforcement files and procedures.

Updates collection agency regarding payments, closed files, appeals extensions of time to pay the fine and re-openings.

Maintains filing system and monitors enforcement expenses, secured fine amounts, recovered fine amounts and litigation action.

Updates the collection database from a variety of daily sources by importing electronic reports in absence of collections coordinator.

Reviews the invoices and cheques from the collection agency.

Verifies and enters payments from the invoice on to the collection database.

Allocates commission to be paid to the collection agency.

Forwards invoice to POA Financial Officer in order that a payment cheque can be forwarded to the collection agency.

Traces addresses and telephone numbers for returned mail.

Updates the collections database of NSF payments.

Monitors recoveries and progress of accounts. Forwards invoices and cheques from outside collection agency to cashiers for processing.

Verifies and searches for missing driver's licence numbers on tickets. Forwards updated ticket information to the Coordinator of Court Services.

Assists staff as required (cash, keying in tickets, pulling information).

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

**QUALIFICATIONS**

1. Previous collections experience; preferably in a government environment, normally acquired through a combination of education and related work experience.
2. Experience in a computerized environment. Working knowledge of Microsoft Office XP - Microsoft Outlook, Word, Excel, CAMS, and database software
3. Demonstrated ability to deal with customer requests for service and assistance and respond promptly to customer needs maintaining confidentiality and discretion.
4. Demonstrated experience in data input at an acceptable speed.
5. Demonstrated ability to accurately maintain and create files, records and court documents.
6. Demonstrated ability to conduct internet searches.
7. Knowledge of Provincial Offences, and ICON database software would be an asset.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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