



# MENDOCINO COUNTY CIVIL SERVICE COMMISSION

## AGENDA

**SCOTT WARD**  
1<sup>ST</sup> DISTRICT  
COMMISSIONER

**TERRY POPLAWSKI**  
2<sup>ND</sup> DISTRICT  
COMMISSIONER

**RON ORENSTEIN**  
3<sup>RD</sup> DISTRICT  
COMMISSIONER

**GINNY FETH-MICHEL**  
4<sup>TH</sup> DISTRICT  
COMMISSIONER - CHAIR

**MARILYN HARDEN**  
5<sup>TH</sup> DISTRICT  
COMMISSIONER - VICE-  
CHAIR

**DATE:** Wednesday, April 17, 2019  
**TIME:** 9:00 A.M.  
**PLACE:** Board of Supervisors Chambers  
501 Low Gap Road, Room 1070  
Ukiah, CA 95482

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## AGENDA

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*Following the posting of the agenda, the agenda and supporting documentation is available for public review at the Human Resources Department, 501 Low Gap Road, Room 1326, Ukiah, CA 95482 during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. or at: [www.mendocinocounty.org/hr](http://www.mendocinocounty.org/hr).*

*The County is committed to making its Commission meetings accessible to all citizens. Individuals with special needs may call telephone number (707) 234-6600, email [hr@mendocinocounty.org](mailto:hr@mendocinocounty.org), or send a facsimile transmission to (707) 468-3407.*

*Those attending the meeting are advised that cell phones and electronic devices are to be silenced during the meeting.*

### 1. OPEN SESSION

Roll Call

### 2. APPROVAL OF MINUTES

Approval of Minutes of October 18, 2018 Commission Meeting  
Approval of Minutes of March 20, 2019 Commission Meeting

### 3. PUBLIC EXPRESSION

This is an opportunity for the public to address the Commission on matters not listed on this agenda. If you wish to speak, please use the microphone at the lectern. Please begin by stating your name and the organization you represent, if any. The Chair of the Commission may impose a time limit on any speaker depending on the number of people wanting to speak and time available. In the event comments are related to an item scheduled on the agenda, speakers may be required to wait to make their comments until that item is considered.

### 4. EMPLOYEE ORGANIZATION

This agenda item is to be used for Employee Organization representatives to present information/requests to the Civil Service Commission.

### 5. CLOSED SESSION

*Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54957.1.*

5a) Pursuant to Government Code Section 54957(b) – Public Employee Performance Evaluation  
Extension of Probationary Period

***The Civil Service Commissioners request the appearance of any Department Head/or department representative at meetings that have matters relevant to their department. Failure to attend may result in delays in action of agenda items or denial of presented requests.***

Title: Child Support Specialist

#### **6. CLASSIFICATION STUDIES**

Discussion and possible adoption of recommendations on the following:

6a) Eligibility Specialist I – Class Specification Modification

6b) Revenue Recovery Specialist – Class Specification Modification and Proposed Classification of Senior Revenue Recovery Specialist

#### **7. HUMAN RESOURCES DIRECTOR REPORT**

This agenda item is to be used for the Human Resources Director to provide information to the Commission regarding Human Resources issues.

#### **ADJOURN**

The meeting will adjourn when all business has been covered.



**CIVIL SERVICE COMMISSION  
COUNTY OF MENDOCINO**  
501 Low Gap Road, Room 1326  
Ukiah, CA 95482

**SUMMARY/ACTION MINUTES**

**DATE:** Thursday, October 18, 2018

**LOCATION:** Mendocino County District Attorney Office  
Conference Room  
100 North State Street, Room 10  
Ukiah, CA 95482

**TIME:** 10:00 A.M.

**COMMISSIONERS PRESENT:** Ginny Feth-Michel, Ron Orenstein, and Terry Poplawski

**COMMISSIONERS ABSENT:** Scott Ward and Marilyn Harden

**ALSO PRESENT:** Juanie Cranmer, Human Resources Manager  
David Rapport, Counsel for Commission  
Tim Mitchell, Senior Human Resources Analyst

**CALL TO ORDER**

The October 18, 2018, special meeting of the Civil Service Commission was called to order at 10:05 A.M. by Chair Feth-Michel.

**ITEM NO. 1 – ROLL CALL**

**Present:** Commissioners Orenstein and Poplawski. Chair Feth-Michel presiding.

**Absent:** Commissioners Ward and Harden absent by prearrangement.

**ITEM NO. 2 – ADJOURN TO CLOSED SESSION – PERSONNEL MATTER**

*Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.*

Pursuant to Government Code Section 54957(b) – Appeal Hearing

Title: Executive Office/Facilities and Fleet – Grounds Maintenance Technician

ADJOURNED TO CLOSED SESSION: 10:07 A.M.

RECESS: 10:15 – 10:17 A.M.

RECESS: 11:20 – 11:27 A.M.

LUNCH RECESS: 12:10 – 12:45 P.M.

RECESS: 2:15 – 2:25 P.M.

RECONVENED IN OPEN SESSION: 5:02 P.M.

**ITEM NO. 8 – RECONVENE TO OPEN SESSION**

Report of action taken in Closed Session

**COMMISSION ACTION:** Upon motion by Commissioner Feth-Michel, seconded by Commissioner Poplawski, and carried (3/0, with Commissioners Ward and Harden absent); IT IS SO ORDERED that the County did not establish by a preponderance of the evidence that the Appellant made the statement as reported to the County on July 12, 2018, or that the Appellant was not at his home or willfully failed to respond to efforts to contact him on July 13, 2018.

Further, the Commission found that the County did establish by a preponderance of the evidence that the Appellant knowingly violated the written order placing him on Administrative Leave with pay and ordering him to remain at home during his 7:00 a.m. to 3:30 p.m. working hours and not to discuss the pending investigation with anyone but the County investigator, the Appellant's union representative, or his legal counsel, when he drove to a county facility on July 13, 2018, and spoke to a co-worker about the circumstances of his leave, attempted to meet with another county employee, and stated his intention to contact a third county employee about the charges against Appellant.

Based on these determinations, the Commission intends to modify the decision terminating the Appellant's employment by the County to a 30 working day suspension without pay, effective when the Commission adopts its written Findings and Decision at a future Commission meeting.

**ADJOURN**

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 5:05 P.M.

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Juanie Cranmer

Human Resources Manager and Secretary to the Civil Service Commission



**CIVIL SERVICE COMMISSION  
COUNTY OF MENDOCINO**  
501 Low Gap Road, Room 1326  
Ukiah, CA 95482

**SUMMARY/ACTION MINUTES**

**DATE:** Wednesday, March 20, 2019

**LOCATION:** Board Chambers  
501 Low Gap Road  
Ukiah, CA 95482

**TIME:** 10:00 A.M.

**COMMISSIONERS PRESENT:** Ginny Feth-Michel, Scott Ward, Marilyn Harden, and Terry Poplawski

**COMMISSIONERS ABSENT:** Ron Orenstein

**ALSO PRESENT:** Juanie Cranmer, Human Resources Manager  
Shellie Tubbs, Office Services Supervisor

**CALL TO ORDER**

The March 20, 2019, Civil Service Commission meeting was called to order at 10:01 A.M. by Chair Feth-Michel.

**AGENDA ITEM NO. 1 – ROLL CALL**

**Present:** Commissioners Harden, Ward, and Poplawski. Chair Feth-Michel presiding.

**Absent:** Commissioner Orenstein absent by prearrangement.

**AGENDA ITEM NO. 2 – APPROVAL OF MINUTES**

Minutes for the October 18, 2018 meeting are tabled until a quorum of those in attendance are present.

**COMMISSION ACTION:** Upon motion by Commissioner Harden, seconded by Commissioner Poplawski, and carried (4/0, Commissioner Orenstein absent); IT IS SO ORDERED that the minutes of the December 19, 2018, Commission meeting are approved as presented.

**COMMISSION ACTION:** Upon motion by Commissioner Harden, seconded by Commissioner Feth-Michel, and carried (2/0, Commissioners Ward and Poplawski abstained; Commissioner Orenstein absent); IT IS SO ORDERED that the minutes of the February 20, 2019, Commission meeting are approved as presented.

**AGENDA ITEM NO. 3 – PUBLIC EXPRESSION**

**NONE.**

**AGENDA ITEM NO. 4 – EMPLOYEE ORGANIZATION**

NONE.

**AGENDA ITEM NO. 5 – ADJOURN TO CLOSED SESSION**

*Any public reports of action taken in the closed session will be made in accordance with Government Code section 54957.1.*

ADJOURNED TO CLOSED SESSION: 10:03 A.M.

- 5a. Pursuant to Government Code Section 54957(b) – Disciplinary Appeal Hearing Decision and Findings  
Title: Executive Office/Facilities & Fleet – Custodian

RECONVENED IN OPEN SESSION: 10:17 A.M.

Report out of Closed Session:

- 5a) **COMMISSION ACTION:** Upon motion by Commissioner Ward, seconded by Commissioner Poplawski, and carried (3/0, Commissioner Feth-Michel abstained, Commissioner Orenstein absent); IT IS SO ORDERED that the Commission adopts the findings of the appeal hearing.

**AGENDA ITEM NO. 6 – CLASSIFICATION STUDIES**

6a) Assessor's Office – Mapping Coordinator

**PRESENTER/S:** Juanie Cranmer, Human Resources Manager

Ms. Juanie Cranmer, Human Resources Manager, presented the proposed classification of Cadastral Mapping and Title Technician and the abolishment of Mapping Coordinator classification.

Ms. Cranmer stated over the last 20 years, the duties performed, the needs of the County and the department, and technology have changed to the extent that the Mapping Coordinator classification no longer accurately reflects the work, nor does the classification attract interested and qualified candidates during recruitment efforts.

Ms. Katrina Bartolomei, Director of Assessor/Clerk Recorder, stated the position is instrumental for the department and believes the proposed classification of the Cadastral Mapping and Title Technician better reflects the duties performed by that position.

Discussion followed.

**COMMISSION ACTION:** Upon motion by Commissioner Harden, seconded by Commissioner Ward, and carried (4/0, Commissioner Orenstein absent); IT IS SO ORDERED that the recommendation to adopt the proposed classification of Cadastral Mapping and Title Technician and abolish the Mapping Coordinator classification is approved as submitted.

**AGENDA ITEM NO. 7 – HUMAN RESOURCES DIRECTOR REPORTS**

**PRESENTER/S:** Juanie Cranmer, Human Resources Manager

Ms. Juanie Cranmer, Human Resources Manager, stated starting next month in April, we will be returning to the meetings being held at 9:00 A.M.

Ms. Cranmer stated the compensation study is still underway and anticipate having it completed by the end of April 2019. Human Resources is also conducting another session of the Supervisors Training Academy in April.

Chair Feth-Michel asked for clarification on Commissioner Orenstein's status. Ms. Cranmer stated Commissioner Orenstein will serve on the Commission until another Commissioner is in place.

**ADJOURN**

THERE BEING NOTHING FURTHER TO COME BEFORE THE COMMISSION, THE MENDOCINO COUNTY CIVIL SERVICE COMMISSION ADJOURNED AT 10:31 A.M.

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Juanie Cranmer  
Human Resources Manager and Secretary to the Civil Service Commission



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## HUMAN RESOURCES – MENDOCINO COUNTY

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**DATE PREPARED:** April 9, 2019

**MEETING DATE:** April 17, 2019

**TO:** Civil Service Commission

**FROM:** Sharon Gunther, Human Resources Analyst

**SUBJECT:** Modification of Classification Specification – Eligibility Specialist I

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### BACKGROUND & ANALYSIS

During the May 16, 2018 meeting, the Civil Service Commission adopted modifications to the classification specifications of Eligibility Specialist I/II/III and Eligibility Specialist Supervisor to reflect the increased complexity of duties added by healthcare reform and the requirement of incumbents to reconcile State databases ensuring correct eligibility determination.

Since the adoption of the Eligibility Specialist I modifications in 2018, it has come to our attention that the experience requirement under Patterns 1 and 2 are not as clear as they should be. In Pattern 1, Human Resources added more detailed language for the required experience without limiting the qualifying experience, and in Pattern 2 Human Resources modified the language to be more concise in describing the full-time experience required determining eligibility. Human Resources also took the opportunity to add the word “Successful” in Pattern 3 to be consistent when minimum qualifications require college units, and to clarify to applicants they need to successfully complete required educational units. Finally, Human Resources clarified the substitution language and inserted examples when combining experience with education.

Attached is the proposed classification specification for Eligibility Specialist I. The proposed modifications are intended to provide more clear and concise language to the minimum qualifications specifying the experience and/or education needed to qualify.

### RECOMMENDATION

It is recommended the Commission adopt the revised classification specifications for Eligibility Specialist I as presented, or amended by the Commission.





## ELIGIBILITY SPECIALIST I Classification Specification

### **JOB SUMMARY:**

Under close supervision, Eligibility Specialist I determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; processes casework through automated systems; makes appropriate referrals for health, social, and/or employment services; and performs related work as required. Eligibility Specialists are expected to handle a high volume of deadline driven tasks, and have the ability to prioritize, plan and project their work, while remaining flexible to changing priorities.

### **DISTINGUISHING CHARACTERISTICS:**

Eligibility Specialist I is the entry level in the Eligibility Specialist series. Incumbents in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to eligibility for public assistance programs and caseload administration. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Incumbents are expected to promote to Eligibility Specialist II after one (1) year of satisfactory performance at the entry level. Eligibility Specialist I differs from Eligibility Specialist II in that the latter is journey level and is expected to exercise independence in managing a multi-program caseload.

### **SUPERVISION EXERCISED:**

Exercises no supervision over other staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*Duties may include but are not limited to the following:*

- Performs interactive interviews to elicit eligibility information, obtain and/or verify financial, employment, tax and personal demographic information and determine eligibility for public assistance programs and services.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Reconciles data through multiple data systems, ensuring all data is matched.
- Explains regulations, rules, and policies to clients and apprises them of their rights, responsibilities, and eligibility for participation in various public assistance programs and services.
- Ensures accuracy and completion of application and declaration forms.
- Resolves discrepancies by securing documentation, medical records, and confirmation from other agencies.
- Initiates a total-household assistance case.
- Enters and retrieves numerical and narrative data, and issues benefits from an automated computer system.
- Determines the level of benefits to which the client is entitled by making complex mathematical computations and/or complex computer entries.
- Reviews and interprets information provided on a variety of forms both by the client and third parties to assist with eligibility determinations.
- Explains a variety of health insurance plan options, costs and individual plan features.
- Monitors ongoing eligibility by obtaining periodic updated information of eligibility factors and takes appropriate actions on changes.
- Determines need for additional services and makes referrals as needed for employment and other services to outside agencies; and directs clients accordingly.
- Organizes and prioritizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.
- Enters and maintains case records, including written narratives, forms and computer documents in a clear and readable format.
- Troubleshoots task and/or case issues to determine appropriate resolution of problems, involving Help Desk as needed; may participate in system testing and design.
- Communicates both orally and in writing with clients and others related to the initial and ongoing eligibility determination while maintaining confidentiality.
- Responds to questions and complaints of clients in person, by telephone, mail and/or email communication.
- Provides pertinent forms and pamphlets to clients as required.
- Identifies suspected fraud and makes referrals for investigation.

- Makes referrals to social service workers as needed.
- Participates in special projects, studies, work assignments, meetings, conferences and committees.
- Performs related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

General Office Equipment      Computer      Tablet      Smartphone

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

**Pattern 1:** Two (2) years of full-time experience performing clerical and/or customer service duties that include, but not limited to data entry, filing, reception, public contact, interviewing, math computations, completion of complex forms, or eliciting information from the public. ~~OR~~

**Pattern 2:** One (1) year of full-time experience determining eligibility for loans, financial assistance, unemployment, ~~or~~ veterans benefits, ~~or publicly or privately funded~~ health programs, or other benefits; ~~counseling, or social services programs~~; ~~OR~~

**Pattern 3:** ~~C~~Successful completion of sixty (60) semester or ninety (90) quarter units in any field from an accredited college or university. ~~OR~~

**Substitution:** Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience, fifteen (15) semester or twenty-two and a half (22.5) quarter units may be substituted for six (6) months of the required experience. A combination of education and experience comparable to the type of experience listed above. When combining education and experience; fifteen (15) semester units or twenty-two (22) quarter units equal six (6) months of experience.

(Example: 15/22.5 units = 6 months 30/45 units = 1 year 45/67.5 units = 1 ½ years)

Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

**Licenses and Certifications:**

Valid Driver's License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- General goals and purpose of public social services programs.
- Laws, rules, regulations, policies and procedures governing eligibility for diverse public assistance programs and related case administrative techniques.
- Methods and techniques of conducting an investigative interview and information gathering.
- Modern office practices, methods, and procedures.
- Computer software programs to conduct research, assess information and/or prepare documentation.
- Record keeping practices and procedures.
- Principles of mathematical calculations.
- Intricacies of health insurance plans and medical health plan options and associated terminology.
- Principles and practices of effective customer service.
- Cultural and human behavior, including knowledge of self, to interact effectively with clients and staff.
- Structure and content for the English language including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project and task coordination.

**Skill to:**

- Analyze and interpret written, numerical, and verbal data from various sources.

- Enter and maintain data accurately and timely into a computerized system.
- Plan and organize caseload to ensure work is completed in accordance with regulations relating to eligibility and timeliness.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.
- Perform a variety of mathematical computations accurately and rapidly.
- Prepare clear, concise, and accurate records and reports.
- Communicate clearly and concisely, both orally and in writing, using appropriate grammar and syntax.
- Interact with people in a courteous manner in person, on the telephone, by mail or e-mail communication.
- Assess and manage difficult and hostile persons or situations; or call for intervention when appropriate.
- Establish and maintain cooperative working relationships with the public and staff.

**Mental and Physical Abilities:**

- Apply the policies, procedures, and programs of the County Social Services branch.
- Apply the laws, rules, and regulations governing eligibility and grant determination for multiple public assistance programs and the case administration of these programs.
- Organize work, set priorities, meet critical deadlines and follow up on assignments.
- Evaluate and make appropriate recommendations and corrections on selected cases.
- Identify available resources, and communicate with others to obtain and verify information concerning eligibility.
- Use fact finding techniques and perform in-depth and interactive interviewing.
- Determine appropriate course of action in emergency situations.
- Make referrals to appropriate agencies and social service programs.
- Detect and evaluate potential fraudulent situations.
- Utilize multiple electronic information, social services systems and analyze and interpret such information.
- Navigate through computer screens and effectively use computer systems, software applications and modern business equipment to perform a variety of work tasks.
- Identify when computer output is incorrect and make corrections.
- Process cases manually as required.
- Function effectively in a system with strict deadlines and constant changes.
- Explain complex rules and programs so they can be understood by people of diverse socio-economic, cultural and educational backgrounds.
- Gather, record and correctly evaluate data, income and additional necessary information required for the determination of eligibility for one or more programs.
- Explain health insurance plan options and plan details available to clients.
- Review a variety of documents to obtain needed household filing information.
- Explain health care reform tax credit implications to clients.
- Refer clients to other community services as needed.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Follow written and oral directions and instructions.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle or feel objects; reach with hands and arms; speak and hear; and push, pull, move or lift above and below the neck objects weighing up to 25 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

Work may be performed under stressful conditions and emergency situations. Incumbents may be required to work weekends, special events, on-call or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

As an Eligibility Specialist, you may be required to take actions that conflict with your own values, including on controversial topics. An Eligibility Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ELIGIBILITY SPECIALIST I

CLASS CODE: S513

DEPARTMENT: HEALTH AND HUMAN SERVICES AGENCY

REPORTS TO: ELIGIBILITY SPECIALIST SUPERVISOR OR DESIGNEE

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: 9/15 REV: 5/18; 4/19

History Notes: Merit System classifications were adopted by the Civil Service Commission in September 2015 utilizing job descriptions in place at that time; creation of Civil Service classification specifications intended to standardize and update the series.



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## HUMAN RESOURCES – MENDOCINO COUNTY

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**DATE PREPARED:** April 10, 2019

**MEETING DATE:** April 17, 2019

**TO:** Civil Service Commission

**FROM:** Tim Mitchell, Sr. Human Resources Analyst  
Sharon Gunther, Human Resources Analyst

**SUBJECT:** Modification of Existing Classification Specification and Creation of New Classification  
– Treasurer-Tax Collector's Office

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### BACKGROUND & ANALYSIS

In August of 2003, the Civil Service Commission adopted the classifications of Revenue Recovery Specialist and Revenue Recovery Specialist Trainee. In January of 2013, as part of a re-org of the Treasurer-Tax Collector's Office, it was determined that the Trainee level was no longer necessary. The Commission took action at that time to abolish the classification. To date, the classification of Revenue Recovery Specialist remains unique to the Treasurer-Tax Collector's Office and is not used by any other departments.

Recently, the Treasurer-Tax Collector requested that Human Resources conduct a study of those staff classified as Revenue Recovery Specialist due to a perceived increase in technical/specialized work. Due to turnover in this classification during the study, Human Resources obtained Position Description Questionnaires (PDQ's) from a mix of both current and now past employees. To better understand the scope of work being assigned and completed, desk audits were conducted and Human Resources met individually with management from the Treasurer-Tax Collector's Office. Additionally, comparison information from similar offices in other county agencies was collected and analyzed.

In reviewing the organizational structures and allocations of Mendocino County's eight comparison counties (El Dorado, Humboldt, Lake, Napa, Nevada, Sonoma, Sutter, and Yolo), it was noted that each county utilized some type of classification series for these positions. Having completed desk audits, coupled with review of outside agency assignments and our internal application of the Revenue Recovery Specialist classification, Human Resources determined that a second, more advanced level of classification is warranted.

The positions audited perform job duties that are very specific to this office, technical in nature, and for some staff, very complex and wide-ranging. These positions require a significant amount of training and knowledge within their fields. Human Resources proposes establishing a two-classification series, with the first level being a journey-level position, and the second an advanced/lead position. The intent of creating a lead classification is that the department will have one or two staff that are more experienced and knowledgeable in their area of assignment and will be responsible for completing the most complex duties, while providing input and assistance to the lower-level classifications.

### RECOMMENDATION

It is recommended that the Commission adopt the revised classification of Revenue Recovery Specialist, and the new classification of Senior Revenue Recovery Specialist as presented, or amended by the Commission. It is further recommended that the Commission authorize the reclassification of current Treasurer-Tax Collector staff as follows:

- Cheyanne Gordon – from Revenue Recovery Specialist to Senior Revenue Recovery Specialist
- Shelby Lohse – from Revenue Recovery Specialist to Senior Revenue Recovery Specialist



## REVENUE RECOVERY SPECIALIST Classification Specification

### **JOB SUMMARY:**

Under general supervision, ~~this journey-level position provides specialized support duties in the Treasurer-Tax Collector's Office and/or Court Collections.~~ manages/managing a caseload involving the collection and maintenance of money owed to the County as a result of current or delinquent property taxes, fees, licenses, or money owed from court-ordered debt. The position collects and records property taxes, fees, and court-ordered debt/fines/ and fees, diversion and restitutions; initiates and escalates collection actions, and monitors transactions to ensure that all are performed in compliance with local, state, and federal guidelines; performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

~~This is a journey-level classification.~~ Revenue Recovery Specialist is a journey-level classification. ~~Incumbents independently are expected to~~ perform the full range of duties and ~~are expected to successfully~~ exercise applicable judgment and initiative. ~~This class Revenue Recovery Specialist is distinguished from Deputy Treasurer Tax Collector~~ Senior Revenue Recovery Specialist by the latter's supervisory duties and oversight of the collections process by the latter being assigned the most difficult and complex collection duties, lead assignments, and operation of special projects or programs. This position reports directly to the Deputy Treasurer-Tax Collector and may be given direction from the Senior Revenue Recovery Specialist.

### **SUPERVISION EXERCISED:**

No supervision is exercised. ~~The Revenue Recovery Specialist m~~ May provide training to other staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- ~~Initiate and pursue collection procedures on court-ordered debt/debtor or taxpayers accounts by sending written notification/correspondence, and/or making direct/telephone contact, establishing installment payment agreements, reviewing and analyzing delinquent accounts for appropriate collection action including requesting delinquent penalties from court, DMV holds, initiating bank levies or wage garnishments, and/or intercept of California tax refunds. Attempt to locate debtors when initial postal contact fails by initiating skip tracing procedures in order to recover monies owed to the County.~~
- ~~Initiate collection procedures for property taxes, or court-ordered debt, or unpaid fees, including written notice, collection calls, recording liens, vessel registration holds, and/or seizure of assets through a variety of collection tools including such as wage garnishments, bank levies, liquor license holds, keeper's till, or other tools available for collection.~~
- ~~Release all actions taken against a debtor when financial obligations are satisfied including recording satisfaction of judgment or release of lien, release of DMV hold, withdrawal of tax intercept, wage garnishments, or other collection actions. Once financial obligations have been satisfied, submit a notarized satisfaction of judgment to the County Clerk-Recorder, courts, defendant, and the originating agency.~~
- ~~Review delinquent accounts, recommend and request late fees and a DMV license hold to be placed by the Court in court-ordered debt cases; or, in unsecured property tax collection, place boat registration holds.~~
- ~~Attempt to locate debtors when initial postal contact fails by initiating skip tracing procedures in order to recover monies owed to the County.~~
- ~~Research, investigate, and follow up on matters related to the County's transient occupancy tax.~~
- ~~Perform remittance processing of property tax stubs/payments, treasury checks, and miscellaneous checks; submit image cash letter to bank.~~
- ~~Process payments for taxes and court-ordered debt; issue licenses.~~
- ~~Authorize and process payments for secured, unsecured, supplemental, trust accounts, and court-ordered debt payments; b~~ Balance daily cash activity for an operational unit; enter transactions in County finance system such as cash receipts, and accounts payable, and journal entries.
- ~~Research, investigate, and follow up on matters related to the County's transient occupancy tax.~~



- Maintain collection records by inputting data for property taxes, ~~or~~ court-ordered fines/fees/debt, or cannabis taxes and licensing, adding and/or adjusting debtor's balances to ensure that amounts have been correctly reflected in the database; update information on debtors in order to maintain current addresses and other personal information; audit and adjust accounts as obligations are paid or vacated to ensure accuracy and to remain compliant with audit guidelines, Revenue and Taxation codes, Government and Penal codes, and other related rules, regulations, policies, and/or procedures.
- Perform specialized duties related to commercial cannabis, including assisting customers in person or via written, electronic, or phone communication regarding matters related to cannabis taxation and licensing; explaining processes and requirements; accepting and processing payments; and issuing licenses.
- Meet with and interview debtors, ~~or~~ taxpayers, victims, and parents of juveniles on probation to explain taxes, interest, fees, penalties, fines, and payment options; to determine the ability of the debtors to reimburse the County; to assist debtors in establishing a payment plan; to accept payments; to explain how redistribution of victim restitution occurs; to answer questions and to explain possible consequences for non-compliance.
- Issue Mobile Home Tax Clearances verifying outstanding property taxes are paid when mobile home ownership is transferred.
- May perform duties as delegated by the County Financial Evaluation Officer, per Government code sections 27750-27758: determine individual's financial ability to pay court-related or court-ordered fees and determining which costs must be waived or services provided free of charge if the party is indigent.
- Make recommendations to the Court, based on ability to pay, for the Court to enter a judgment for fees. Provide supporting documentation and testimony of analysis and recommendation of fees to Court in ability to pay hearings.
- Review-Analyze accounts to determine the continued collection potential, based on debtor circumstances and other account history, and recommend discharge of accountability when appropriate.
- Review-Analyze formal probation and juvenile accounts when probation terminated to determine if any adjustment is needed, based on length of term of probation, and adjust the balance due; inform victims in writing that collection of remaining restitution has been deemed a civil judgment.
- Participate in the development and implementation of policies, procedures, and operations manuals pertaining to the accounts receivable system. Disseminate information to various public agencies or debtors regarding outstanding debt, department policy, practices, and code regulations relating to the creation and collection of the debt.
- Perform other duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- Personal computer and/or terminal
- Software specific to the activities of this office
- General office equipment
- 10-key
- Calculator

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

~~Graduation from high school or equivalent~~ High school diploma or GED; and, a minimum of two (2) years of related experience that includes ~~but is not limited to,~~ making assessments in order to determine an ability to pay, arranging payment schedules, extending credit, or making other financial determinations; or, an equivalent combination of related education, training, and experience which provides the require knowledge, skills, and abilities to perform the essential functions of the job.

##### **Licenses and Certifications:**

None.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge Of:**

- Policies and procedures, codes, ordinances, and departmental operating standards in department.



- Record keeping, report preparation, filing methods, and records management techniques.
- Customer service techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies, and practices, as well as basic knowledge of computer and other general office equipment.
- Basic principles and practices of accounting.
- Standard business arithmetic, including addition, subtraction, multiplication, division, percentages, decimals, and fractions.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Procedures for debt collection.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.

#### **Skill In:**

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Managing multiple concurrent tasks and projects; prioritization.
- Eliciting necessary information and accurately responding to inquiries from clients and staff.
- Researching, compiling, analyzing, and summarizing a variety of informational and statistical data and materials.
- Operating and performing routine maintenance of general office machines such as computers, copiers, facsimile machines, and telephone systems.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing, with internal staff, clients, and other departmental staff in order to give and receive information in a courteous manner.

#### **Mental and Physical: Abilities:**

- Perform accurate mathematical computations, including tabulate, record, balance, and audit assigned transactions.
- Read and comprehend instructions, routine correspondence, and memos.
- Interpret and apply policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Effectively operate all equipment and computer software necessary to perform the job.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with others, including local, county, and state, agencies.
- Deal with problems involving several concrete variables in standardized situations.
- ~~While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, and speak and hear.~~
- ~~Lift and carry, push and/or pull, or move objects weighing up to 20 pounds.~~
- Define problems, collect data, establish facts, and draw valid conclusions.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Communicate to others the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Perform comparisons of data quickly and accurately.
- Maintain current awareness of legislative changes that affect collection operations.
- Write clear and concise reports, correspondence, procedure manuals, and other written materials.
- ~~Establish and maintain effective working relationships with state, county, and local agencies to assist in collection efforts.~~
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

#### **Working Conditions:**

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet.

- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: REVENUE RECOVERY SPECIALIST  
CLASS CODE: 0004  
DEPARTMENT: TREASURER-TAX COLLECTOR  
REPORTS TO: DEPUTY TREASURER-TAX COLLECTOR  
FLSA STATUS: N  
CIVIL SERVICE: YES  
BARGAINING UNIT: SEIU  
ADOPTED: 10/09; REV: 01/13; **TBD**

History Notes:



## REVENUE RECOVERY SPECIALIST Classification Specification

### **JOB SUMMARY:**

Under general supervision, provides specialized support duties in the Treasurer-Tax Collector's Office and/or Court Collections, managing a caseload involving the collection and maintenance of money owed to the County as a result of current or delinquent taxes, fees, licenses, or court-ordered debt. The position collects and records taxes, fees, and court-ordered debt; initiates and escalates collection actions, and monitors transactions to ensure that all are performed in compliance with local, state, and federal guidelines; performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

Revenue Recovery Specialist is a journey-level classification. Incumbents are expected to perform the full range of duties and exercise applicable judgment and initiative. Revenue Recovery Specialist is distinguished from Senior Revenue Recovery Specialist by the latter being assigned the most difficult and complex collection duties, lead assignments, and operation of special projects or programs. This position reports directly to the Deputy Treasurer-Tax Collector and may be given direction from the Senior Revenue Recovery Specialist.

### **SUPERVISION EXERCISED:**

No supervision is exercised. May provide training to other staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Initiate and pursue collection procedures on court-ordered debt by sending written notification/correspondence, making direct/telephone contact, establishing installment payment agreements, reviewing and analyzing delinquent accounts for appropriate collection action including requesting delinquent penalties from court, DMV holds, initiating bank levies or wage garnishments, and/or intercept of California tax refunds.
- Initiate collection procedures for taxes or fees, including written notice, collection calls, recording liens, vessel registration holds, and/or seizure of assets through a variety of collection tools such as bank levies, liquor license holds, keeper's till, or other tools available for collection.
- Release all actions taken against a debtor when financial obligations are satisfied including recording satisfaction of judgment or release of lien, release of DMV hold, withdrawal of tax intercept, wage garnishments, or other collection actions.
- Attempt to locate debtors when initial postal contact fails by initiating skip tracing procedures in order to recover monies owed to the County.
- Research, investigate, and follow up on matters related to the County's transient occupancy tax.
- Perform remittance processing of property tax stubs/payments, treasury checks, and miscellaneous checks; submit image cash letter to bank.
- Process payments for taxes and court-ordered debt; issue licenses.
- Balance daily cash activity for an operational unit; enter transactions in County finance system such as cash receipts, accounts payable, and journal entries.
- Maintain collection records by inputting data for property taxes, court-ordered debt., or cannabis taxes and licensing, adding and/or adjusting debtor's balances to ensure that amounts have been correctly reflected in the database; update information on debtors in order to maintain current addresses and other personal information; audit and adjust accounts as obligations are paid or vacated to ensure accuracy and to remain compliant with audit guidelines, Revenue and Taxation codes, Government and Penal codes, and other related rules, regulations, policies, and/or procedures.
- Assist customers in person or via written, electronic, or phone communication regarding matters related to cannabis taxation and licensing; explain licensing process and requirements; accept and process licensing payments, including associated taxes and/or fees.
- Communicate with representatives from the State and other organizations regarding cannabis.
- Meet with and interview debtors, taxpayers, victims, and parents of juveniles on probation to explain taxes, interest, fees, penalties, fines, and payment options; to determine the ability of the debtors to reimburse the County; to assist debtors in establishing a payment plan; to accept payments; to explain how redistribution of victim restitution occurs; to answer questions and to explain possible consequences for non-compliance.

- Issue Mobile Home Tax Clearances verifying outstanding property taxes are paid when mobile home ownership is transferred.
- May perform duties as delegated by the County Financial Evaluation Officer, per Government code sections 27750-27758: determine individual's financial ability to pay court-related or court-ordered fees and determining which costs must be waived or services provided free of charge if the party is indigent.
- Make recommendations to the Court, based on ability to pay, for the Court to enter a judgment for fees. Provide supporting documentation and testimony of analysis and recommendation of fees to Court in ability to pay hearings.
- Analyze accounts to determine the continued collection potential, based on debtor circumstances and other account history, and recommend discharge of accountability when appropriate.
- Analyze formal probation and juvenile accounts when probation terminated to determine if any adjustment is needed, based on length of term of probation, and adjust the balance due; inform victims in writing that collection of remaining restitution has been deemed a civil judgment.
- Participate in the development and implementation of policies, procedures, and operations manuals pertaining to the accounts receivable system. Disseminate information to various public agencies or debtors regarding outstanding debt, department policy, practices, and code regulations relating to the creation and collection of the debt.
- Perform other duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- Personal computer and/or terminal
- Software specific to the activities of this office
- General office equipment
- 10-key
- Calculator

**MINIMUM QUALIFICATIONS REQUIRED**

**Education and Experience:**

High school diploma or GED; and, a minimum of two (2) years of related experience that includes making assessments in order to determine an ability to pay, arranging payment schedules, extending credit, or making other financial determinations; or, an equivalent combination of related education, training, and experience which provides the require knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

None.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge Of:**

- Policies and procedures, codes, ordinances, and departmental operating standards in department.
- Record keeping, report preparation, filing methods, and records management techniques.
- Customer service techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies, and practices, as well as basic knowledge of computer and other general office equipment.
- Basic principles and practices of accounting.
- Standard business arithmetic, including addition, subtraction, multiplication, division, percentages, decimals, and fractions.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Procedures for debt collection.
- Applicable state, federal, and local ordinances, laws, rules, and regulations.

**Skill In:**

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Managing multiple concurrent tasks and projects; prioritization.
- Eliciting necessary information and accurately responding to inquiries from clients and staff.

- Researching, compiling, analyzing, and summarizing a variety of informational and statistical data and materials.
- Operating and performing routine maintenance of general office machines such as computers, copiers, facsimile machines, and telephone systems.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing, with internal staff, clients, and other departmental staff in order to give and receive information in a courteous manner.

**Mental and Physical: Abilities:**

- Perform accurate mathematical computations, including tabulate, record, balance, and audit assigned transactions.
- Read and comprehend instructions, routine correspondence, and memos.
- Interpret and apply policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Effectively operate all equipment and computer software necessary to perform the job.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with others, including local, county, and state, agencies.
- Deal with problems involving several concrete variables in standardized situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Communicate to others the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Perform comparisons of data quickly and accurately.
- Maintain current awareness of legislative changes that affect collection operations.
- Write clear and concise reports, correspondence, procedure manuals, and other written materials.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet.
- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: REVENUE RECOVERY SPECIALIST  
 CLASS CODE: 0004  
 DEPARTMENT: TREASURER-TAX COLLECTOR  
 REPORTS TO: DEPUTY TREASURER-TAX COLLECTOR  
 FLSA STATUS: N  
 CIVIL SERVICE: YES  
 BARGAINING UNIT: SEIU  
 ADOPTED: 10/09; REV: 01/13; TBD

History Notes:



## SENIOR REVENUE RECOVERY SPECIALIST Classification Specification

### **JOB SUMMARY:**

Under limited supervision, provides specialized and complex support duties in the Treasurer-Tax Collector's Office, including the Court Collections division, managing a case load involving the collection and maintenance of money owed to the County as a result of current or delinquent taxes, fees, licenses, or court-ordered debt. The position collects, analyzes, resolves, and records taxes, fees, and court-ordered debt; performs highly responsible and complex professional level work related to investigating, pursuing, and securing payment on the more complicated delinquent accounts; analyzes and resolves a variety complex tax issues; monitors transactions to ensure that all are performed in compliance with local, state, and federal guidelines; provides software administration for programs specific to the department; performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

Senior Revenue Recovery Specialist is an advanced journey-level classification. Incumbents independently perform the most difficult, complex, and detailed collection duties, and are expected to successfully exercise applicable judgment and initiative. The Senior Revenue Recovery Specialist is distinguished from the Revenue Recovery Specialist by the assignment of the most complex issues, lead assignments, and operation of special projects or programs. This classification is distinguished from the Deputy Treasurer-Tax Collector by the latter's supervisory duties and oversight of the collection process. The classification may also report directly to the Assistant Treasurer-Tax Collector or Treasurer-Tax Collector relating to the special projects or programs.

### **SUPERVISION EXERCISED:**

No supervision is exercised. May perform as technical and functional lead over subordinate staff.

### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Perform the more difficult and complex work in area of assignment; serves as a lead worker, providing guidance, training, and assistance to other staff; may coordinate and oversee the work of others.
- Serve as resource specialist, technical advisor/consultant, and mentor in one or more collection functions.
- Perform a wide variety of highly responsible professional collection duties in subject areas including but not limited to commercial cannabis and transient occupancy tax.
- Perform administration and monitoring of system application consulting with management to develop automated workflows and worklists driving the overall departmental processes and collection activity. Conducts testing to analyze, diagnose, and locate potential problems, recommend and/or implement a solution in the application and interfaces with other state and local agencies.
- Act as technical liaison between representatives of software applications and County Information Services; generate and maintain specialized workflows and reports using software specific to the Treasurer-Tax Collector's Office or Court Collections division.
- Perform specialized duties related to commercial cannabis, including assisting customers in person or via written, electronic, or phone communication regarding matters related to cannabis taxation and licensing; explaining processes and requirements; accepting and processing payments; and issuing licenses.
- Communicate with representatives from the State and other organizations regarding cannabis.
- Conduct research to locate non-compliant short-term rental operators, initiate communication with operators to collect associated taxes and licensing, and educate operators about requirements for short-term rentals relating to business licenses and transient occupancy tax. Resolve outstanding delinquent transient occupancy tax through payments agreement for unreported and delinquent tax, and follow up on matters related to transient occupancy tax enforcement.
- Initiate and pursue collection procedures on taxpayers, including written notice, collection calls, recording liens, and/or seizure of assets through a variety of collection tools, such as tax intercepts, bank levies, liquor license holds, keeper's till, or other tools available for collection.
- Initiate and pursue collection procedures on court-ordered debt by sending written notification/correspondence, making direct/telephone contact, establishing installment payment agreements, review and analyze delinquent accounts for appropriate collection action including requesting



delinquent penalties from court, request court place DMV hold, initiating bank levies or wage garnishments, and/or intercept of California tax refunds.

- Release all actions taken against a debtor when financial obligations are satisfied including recording satisfaction of judgment or release of lien, release of DMV hold, withdrawal of tax intercept, wage garnishments, or other collection action.
- Use investigation techniques to attempt to locate debtors, taxpayers, and/or property owners when initial postal contact fails in order to recover monies owed to the County.
- Perform remittance processing of property tax stubs/payments, treasury checks, and miscellaneous checks; submit image cash letter to bank.
- Process payments for taxes and court-ordered debt; issue licenses.
- Balance daily cash activity for an operational unit; enter transactions in County finance system such as cash receipts and accounts payable.
- Maintain collection records by inputting data for property taxes, court-ordered debt, or cannabis taxes and licensing, adding and/or adjusting debtor's balances to ensure that amounts have been correctly reflected in the database; update information on debtors in order to maintain current addresses and other personal information; audit and adjust accounts as obligations are paid or vacated to ensure accuracy and to remain compliant with audit guidelines, Revenue and Taxation codes, Government and Penal codes, and other related rules, regulations, policies, and/or procedures.
- Meet with and interview debtors, taxpayers, victims, and parents of juveniles on probation to explain taxes, interest, fees, penalties, fines, and payment options; to determine the ability of the debtors to reimburse the County; to assist debtors in establishing a payment plan; to accept payments; to explain how redistribution of victim restitution occurs; to answer questions and to explain possible consequences for non-compliance.
- Issue Mobile Home Tax Clearances verifying outstanding property taxes are paid when mobile home ownership is transferred.
- May perform duties as delegated by the County Financial Evaluation Officer, per Government code sections 27750-27758: determine individual's financial ability to pay court-related or court-ordered fees and determining which costs must be waived or services provided free of charge if the party is indigent.
- Make recommendations to the Court, based on ability to pay, for the Court to enter a judgment for fees. Provide supporting documentation and testimony of analysis and recommendation of fees to Court in ability to pay hearings.
- Analyze accounts to determine the continued collection potential, based on debtor circumstances and other account history, and recommend discharge of accountability when appropriate.
- Analyze formal probation and juvenile accounts when probation terminated to determine if any adjustment is needed, based on length of term of probation, and adjust the balance due; inform victims in writing that collection of remaining restitution has been deemed a civil judgment.
- Participate in the development and implementation of policies, procedures, and operations manuals pertaining to the accounts receivable system. Disseminate information to various public agencies or debtors regarding outstanding debt, department policy, practices, and code regulations relating to the creation and collection of the debt.
- Perform other duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

- Personal computer and/or terminal
- Software specific to the activities of this office
- General office equipment
- 10-key
- Calculator

**MINIMUM QUALIFICATIONS REQUIRED**

**Education and Experience:**

High school diploma or GED; and, one (1) year full-time experience performing duties as a Revenue Recovery Specialist with the County of Mendocino; or, a minimum of three (3) years of related experience that includes making assessments in order to determine an ability to pay, arranging payment schedules, extending credit, or making other financial determinations; or, an equivalent combination of related education, training, and

experience which provides the require knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

None.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge Of:**

- Policies and procedures, codes, ordinances, and departmental operating standards in department.
- Investigation tools and techniques, including but not limited to skip-tracing.
- Applicable state, federal, and local ordinances, laws, rules, and regulations, especially as they relate to legal collection of debt, probate, seizure of property, commercial cannabis, and transient occupancy tax.
- Record keeping, report preparation, filing methods, and records management techniques.
- Customer service techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies, and practices, as well as basic knowledge of computer and other general office equipment.
- Basic principles and practices of accounting.
- Standard business arithmetic, including addition, subtraction, multiplication, division, percentages, decimals, and fractions.
- Computer applications and hardware related to the performance of the essential functions of the job.
- Procedures for debt collection.

**Skill In:**

- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Utilizing and applying a variety of investigative tools and techniques.
- Applying software query logic; writing scripts for workflows and worklists while adhering to office policy and procedure.
- Analyzing and resolving office administrative situations and problems.
- Managing multiple concurrent tasks and projects; prioritization.
- Eliciting necessary information and accurately responding to inquiries from clients and staff.
- Investigating, researching, compiling, analyzing, and summarizing a variety of informational and statistical data and materials.
- Operating and performing routine maintenance of general office machines such as computers, copiers, facsimile machines, and telephone systems.
- Using a computer to accurately and rapidly enter and retrieve data and information.
- Communicating clearly and effectively, both orally and in writing, with internal staff, clients, and other departmental staff in order to give and receive information in a courteous manner.

**Mental and Physical: Abilities:**

- Perform accurate mathematical computations, including tabulate, record, balance, and audit assigned transactions.
- Read and comprehend instructions, routine correspondence, and memos.
- Interpret and effectively communicate and apply policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Effectively operate all equipment and computer software necessary to perform the job.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with others, including local, county, state, and other -outside agencies.
- Deal with complex problems involving several concrete variables in standardized situations.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Perform comparisons of data quickly and accurately.
- Maintain current awareness of legislative changes that affect collection operations.



- Write clear and concise reports, correspondence, procedure manuals, and other written materials.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear; and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet.
- Incumbents who drive on County business to carry out job-related duties must possess a valid California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: SENIOR REVENUE RECOVERY SPECIALIST

CLASS CODE: TBD

DEPARTMENT: TREASURER-TAX COLLECTOR

REPORTS TO: DEPUTY TREASURER-TAX COLLECTOR

FLSA STATUS: N

CIVIL SERVICE: YES

BARGAINING UNIT: SEIU

ADOPTED: TBD

History Notes: