

CLASSIFICATION: FINANCIAL AGENT II

Class Code: 4411-24

Date Established: 07-01-50

Occupational Code: 7-2-6

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To coordinate the investigation and collection of delinquent accounts and to analyze the ability of liable persons to pay for state services and programs.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Coordinates the operation of a section responsible for the collection of fees for state services and goods.
- Analyzes ability to pay and represents the state in the collection of delinquent payments.
- Develops new work procedures and schedules job assignments for subordinate collections staff.
- Reviews collections investigations and prepares recommendations for the collection of delinquent accounts.
- Supervises and participates in field activities to determine payment ability of liable individuals.
- Prepares and presents information at collections court proceedings.

DISTINGUISHING FACTORS:

Skill: Requires skill in analyzing and interpreting data, policy and procedures OR in using equipment in order to arrive at logical conclusions or recommendations.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving major aspects of long-range agency objectives by planning short- and long-term organization goals, reviewing recommendations for procedural changes, and developing or revising program policies. Errors at this level result in incorrect decisions at an administrative level, and are detected subsequent to implementation in an overall evaluation process.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires reviewing summaries and reports and making management level decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Possession of a Bachelor's degree from a recognized college or university with a major in business administration, economics or accounting. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years' experience in the general business field, credit and collection work or a related field. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Must possess a valid N.H. driver's license.

RECOMMENDED WORK TRAITS: Knowledge of the general principles of accounting including cost accounting and extensive knowledge of credit and collection work. Knowledge of Federal and State laws relative to financial assistance programs. Ability to compute per capita costs of operations over various state institutions. Ability to use tact in dealing with clients, families and representatives in discussion of personal ability to pay state obligations. Ability to develop new procedures in collection work and to train staff personnel in the development of new programs. Ability to write clearly and speak effectively. Ability to establish and maintain harmonious working relationships with government officials, professional personnel, associates and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.