



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602
an Equal Opportunity Employer
(512) 581-7120



Title: Collections & Compliance Assistant	Opening Date: September 1, 2022	Application Deadline: Open Until Filled	Job Posting #: 220335
Department: Collections & Compliance	Starting Salary: \$19.00-\$21.61	Location: Bastrop, Texas	Travel: N/A

INTERNAL/EXTERNAL JOB POSTING

BRIEF JOB DESCRIPTION: This position performs a variety of collections and compliance based duties; Analyze credit-worthiness for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant. Maintains tangible files, documents, and reports related to collections. Investigates and researches various records, contacts, references and other contacts to determine ability to pay and/or locate parties after delinquency. Researches and uses all non-routine avenues of contacting delinquent defendants and recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate. Interviews defendants to verify applications and determine discretionary income to establish payment plans. Contacts delinquent defendants to sternly ask for payments to be completed. Processes delinquent mailings to defendants not in compliance with payment agreement. Accepts credit card or money order payments for court costs, fines, and fees and answers multiple-line telephone. Must maintain confidentiality of the department at all times.

This position is required to handle court cases from Justice of the Peace, District Court and County Court at Law.

GENERAL KNOWLEDGE, SKILLS, AND ABILITIES: Principles and practices of general office administration and management; Personal Computer skills and software, including Microsoft Office; Professional Customer Service skills; General knowledge of legal terminology and basic court procedures; Basic accounting fundamentals; Proper English usage, spelling, grammar and punctuation; Requires knowledge of the standard accepted principles and practices of bookkeeping. Ability to verify documents and forms for accuracy and completeness. Capable of adding and subtracting figures and accurately balance simple ledgers. Knowledge of the Fair Debt Collections Act, related Texas codes, and federal HIPPA laws. Perform multiple tasks simultaneously in a timely manner; Maintain moderately complex clerical records and to prepare reports from them; Work independently, meet regular deadlines, understand and follow oral and written instructions; Analyze, process, record and file legal and public documents; Record and disseminate accurate information from telephone conversations and personal contact; Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills; Effectively speak to small audiences to convey information; Must be able to maintain complete confidentiality; Properly interpret, understand and make decisions in accordance with laws, regulations and policies.

MINIMUM QUALIFICATIONS: Two (2) years previous experience in customer service in an office setting preferred but not required. Administrative, financial, and court experience or some combination thereof is preferred. High school diploma or equivalent; Possession of a valid Texas driver's license.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities. Minorities, Veterans, and Disabled applicants are encouraged to apply.

A Bastrop County Job Application is required, and can be completed/submitted at: [Bastrop County Job Applications](#) A resume will be considered, but will not be accepted in lieu of application. Applicants may mail or drop off an application at: Bastrop County, Attn: HR, 804 Pecan Street, Bastrop, Texas 78602 OR email applications to apply@co.bastrop.tx.us. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check. **IMPORTANT NOTE TO ALL APPLICANTS:** Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <https://www.co.bastrop.tx.us/page/co.jobs>



BASTROP COUNTY, TEXAS Job Description

Job Title: Collections & Compliance Assistant

Department: Collections & Compliance

FLSA Status: Non-Exempt

Reports To: Collections & Compliance
Director

SUMMARY: This position performs a variety of collections and compliance based duties; Analyze credit-worthiness for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant. Maintains tangible files, documents, and reports related to collections. Investigates and researches various records, contacts, references and other contacts to determine ability to pay and/or locate parties after delinquency. Researches and uses all non-routine avenues of contacting delinquent defendants and recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate. Interviews defendants to verify applications and determine discretionary income to establish payment plans. Contacts delinquent defendants to sternly ask for payments to be completed. Processes delinquent mailings to defendants not in compliance with payment agreement. Accepts credit card or money order payments for court costs, fines, and fees and answers multiple-line telephone. Must maintain confidentiality of the department at all times.

This position is required to handle court cases from Justice of the Peace, District Court and County Court at Law.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Collections and Compliance Director.

DUTIES AND RESPONSIBILITIES include the following:

1. Analyze application for payment plans of defendants; determines appropriate payment plan based on evaluation of defendant.
2. Researches and uses all non-routine avenues of contacting delinquent defendants to ensure compliance of payment agreements;
3. Recommends future action to judges for non-payment and delinquency including recommending action to suspend State licenses as appropriate;
4. Interviews defendants to verify applications and determine discretionary income to establish payment plans;
5. Sends correspondences to Adult Probation and Criminal Courts recommending that defendant be brought back to court for non-compliance hearing.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Principles and practices of general office administration and management;
Personal Computer skills and software, including Microsoft Office;
Professional Customer Service skills;
General knowledge of legal terminology and basic court procedures;
Basic accounting fundamentals;
Proper English usage, spelling, grammar and punctuation;
Standard office policies, procedures, and equipment;
General knowledge of Bastrop County policies and procedures.
Requires knowledge of the standard accepted principles and practices of bookkeeping.
Ability to verify documents and forms for accuracy and completeness.
Capable of adding and subtracting figures and accurately balance simple ledgers.
Knowledge of the Fair Debt Collections Act, related Texas codes, and federal HIPPA laws

Ability to:

Perform multiple tasks simultaneously in a timely manner;
Maintain moderately complex clerical records and to prepare reports from them;
Work independently, meet regular deadlines, understand and follow oral and written instructions;
Analyze, process, record and file legal and public documents;
Work effectively with staff, citizens, County officials, and others;
Record and disseminate accurate information from telephone conversations and personal contact;
Communicate clearly and concisely, both verbally and in writing;
Understand and follow verbal and written instructions;
Complete routine business correspondence;
Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills;
Effectively speak to small audiences to convey information;
Must be able to maintain complete confidentiality;
Properly interpret, understand and make decisions in accordance with laws, regulations and policies.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

- Making observations, reading and writing, operating assigned equipment, and communicating with others;
- Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

- Walking, sitting, or standing for long periods of time; Lifting and carrying materials such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

- Handling stressful situations;
- Interpreting federal, state, and local laws and regulations;
- Effective interaction and communication with others;
- Preparing clear and concise reports;
- Making sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) years previous experience in customer service in an office setting preferred but not required. Administrative, financial, and court experience or some combination thereof is preferred.

Education:

High School diploma or equivalent

Licensing:

Possession of a valid driver's license or proof of identity

SELECTION GUIDELINES:

Formal application; rating of education and experience; oral interview; computer test; reference and other background checks; job-related tests may be required.

***** This position is subject to reasonable suspicion and/or post-accident testing for drugs and alcohol.**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will".