THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DSS03911160**	DATE POSTED:	12/07/15
POSITION NO:	241080	CLOSING DATE:	12/18/15
POSITION TITLE:	Collection Officer		
DEPARTMENT NAME / WORKSITE:	Department for Self Reliance / Window Rock, Arizona		

WORK DAYS:	Monday to Friday	REGULAR FULL TIME:	☑		GRADE/STEP:	AB60A
WORK HOURS:	8:00 am to 5:00 pm	PART TIME:	☐	NO. OF HRS./WK.:	$ 28,600.00	PER ANNUM
		SEASONAL:	☐	DURATION :	$ 13.75	PER HOUR
		TEMPORARY:	☐			

DUTIES AND RESPONSIBILITIES:

Monitors, maintains, and tracks all collection or payment referrals received from the Department for Self Reliance (DSR) staff. Notifies DSR customers of their Improper Payment account by mail or telephone. Duties will include receiving payment and posting amount to the customer's account and keeping record of collection and status of accounts. Sets up Improper Payments in the Tribal Assistance System (TAS); compiles and prepares the necessary documents for improper payment pay outs. All collections or payments made will be reconciled on a monthly basis to DSR's general ledger, the Navajo Nation's Financial Management Information System (FMIS), and the TAS system. Prepares journal voucher entries for any accounting discrepancies. Works closely with DSR customers and staff and the Division of Finance on all collections or payments. Provides a monthly summary report on all collections, payments, and outstanding amounts. Monitors and ensures compliance with all Federal, State, and Tribal laws, regulations, and policy and procedures. Maintains an updated filing system for the collection and payment of TANF funds. Develops and implements internal policy and procedures for collection and improper payment payout of TANF funds. Prepares and conducts presentations and/or trainings on the collection and pay out policy and procedures. Makes recommendations for any write-off amounts. Provides technical assistance to the DSR customer and staff. Scans and archives documents pertaining to the collections and pay outs. Cross trains in other areas of the DSR Finance/Recovery Section. Prepares and submits quarterly reports and annual action plan. Attends meetings, trainings, and workshops pertaining to collection and other trainings as deemed necessary. Performs other duties as assigned by the Principal Accountant, Department Manager III, and the Assistant Department Manager.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- High school diploma or GED, supplemented by college level courses in bookkeeping and/or accounting; and three (3) years of responsible experience in debt collection, bookkeeping, or clerical accounting.

Preferred Qualifications:

- Associate's degree in Business Administration or Accounting.
- Courses in legal processes and procedures related to debt collection.
- Proficient in Microsoft Office software or other computer applications.

Special Requirements:

- A favorable background investigation.
- Possess a valid state driver's license.
- Within 90 days of date of hire, must obtain a Navajo Nation Vehicle Operator's Permit.
- Must complete mandatory training and pass required examination to be certified for access to the Tribal Assistance System (TAS).

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

KNOWLEDGE OF: bookkeeping and accounting principles, practices, policies, procedures, and terminology; applicable rules, regulations, policies, and procedures; standard office practices, procedures, and equipment; automated accounting/word processing/spreadsheet systems and database maintenance; basic math and arithmetic function; customer service principles and practices.

SKILL IN: customer service: establishing and maintaining effective working relationships with others and communicating effectively; maintaining detailed and accurate records and prepare financial reports; processing accounting documents and payments accurately; performing arithmetic calculations with speed and accuracy; using standard office machines and automated information systems; utilizing computer databases to research, maintain, and update records and files; understanding and following oral and written directions.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.