

COLLECTION CLERK

DEFINITION: Under general supervision, performs work of moderate difficulty locating and researching financial records; performs collection activities for delinquent accounts; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Researches financial records to determine delinquent account balances; composes and forwards formal collection letters and reminders to delinquent debtors; interviews clients, updates files, and establishes payment arrangements; works with outside collection agencies, employers, neighbors and postal workers to assist in locating debtors; researches maps and telephone numbers to locate debtors; assists clients with inquiries/complaints, provides information, interprets policies, resolves issues and/or refers questions to appropriate staff; summarizes and prepares client loan history reports.

Collects account balances and forwards payments to the appropriate financial office; keeps detailed records of collection activities, payments, and status of accounts; prepares and implements filing process for claims and complaints; collects, compiles, and inputs data and prepares required reports; may participate in formulating personal loan policies and guidelines; prepares required documents for payroll deduction; may be called upon to testify at legal proceedings.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of bookkeeping and accounting policies, procedures and terminology.
Knowledge of applicable rules, regulations, policies and procedures.
Knowledge of standard office practices, procedures and equipment.
Knowledge of automated accounting/word processing/spreadsheet systems and database maintenance.
Knowledge of basic math and arithmetic function.
Skill in establishing and maintaining effective working relationships with others.
Skill in the use of personal computers.
Skill in communicating effectively both orally and in writing.
Skill in maintaining detailed and accurate records and preparing financial reports.
Skill in processing accounting documents and payments accurately.
Skill in performing arithmetic calculations with speed and accuracy.
Skill in using standard office machines and automated information systems.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves minimal physical effort in a typical office environment.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and two (2) years of experience in debt collection, accounting, bookkeeping or related work.

PREFERRED QUALIFICATIONS:

- College course in Accounting, Business Administration or related field.
- Proficient in Microsoft Office software or other computer applications.

THE NAVAJO NATION

Class Code: 3433
Community and Economic Development Series
Credit and Lending Group
Overtime Code: Non-Exempt
Pay Grade: 56

COLLECTION CLERK

SPECIAL REQUIREMENTS:

- A valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

Depending upon the needs of the Navajo Nation, some incumbents of the class may be required to demonstrate fluency in both English and Navajo languages as a condition of employment.