



County Administration Buildings  
Belleville, Ontario  
**Collections Clerk**  
Full-Time – OPSEU 496

**August 8, 2017**

The County of Hastings is currently accepting applications for a **Full-Time COLLECTIONS CLERK** for the Finance Department at the County Administration Building in Belleville, Ontario.

The role of the Collections Clerk is to collect outstanding accounts receivable of the County of Hastings through progressive processes using a variety of direct negotiation skills and / or legal intervention.

**RESPONSIBILITIES:**

1. Maintain collection records adhering to policies and procedures for the monitoring and collection of outstanding accounts receivable under the direction of the supervisor.
2. Contact with debtor at service counter, via telephone or through correspondence to gather and verify information and identify acceptable options available to the debtor in order to secure the payment.
3. Work within the Courts Administrative management System (CAMS) to generate, review and import a variety of reports, update debtor files, process payments, generate and mail notices, and complete work flow tasks.
4. Open, send and process daily mail and ensure appropriate follow up action is taken for returned mail, CAMS data entry and skip tracing as required.
5. Review and monitoring of all license suspension files and ongoing payment plan files to ensure that debtor's agreements and obligations to pay have been fulfilled and up to date. Complete appropriate follow up and documentation with non-compliant debtors who have not kept their payment commitments and a referral to the supervisor for further direction.
6. Review, analyze and discuss with debtor their financial situation including financial statements, tax returns and any other relevant financial data for purpose of determining their ability to pay.
7. Negotiate mutually satisfactory payment terms within predetermined guidelines as established by supervisor.
8. Carry out appropriate searches required to located debtors and their assets through both internal and external sources.
9. Identify opportunities to utilize services of outside collection agencies and seek direction from supervisor.
10. Identifies accounts requiring legal action, prepares required legal documentation and forwards to supervisor for approval and direction.
11. Maintain filing system including meticulous records of all collection activities on all files (phone calls, correspondence).
12. Generate reports, gather and analyze collection data as requested by supervisor.
13. Provide administrative and clerical support to the Provincial Offences office and the Provincial Prosecutor, including quality customer service at the Reception Counter and on the telephone.
14. Collect and process fine revenue from cash, credit and debit transactions.
15. Other duties as may be required from time to time.

**QUALIFICATIONS:**

- Post Secondary School 3 year Diploma in Business Administration or Legal Administration with a concentration in Finance.
- Two years' experience in the collection of outstanding debts.
- Excellent oral and written communication skills.

- Proficient in the use of Microsoft Word, Excel and Access.
- Exceptional organizational skills.
- Excellent interpersonal and customer service skills.
- Knowledge of municipal finance and accounts receivable legislation and collection and small claims court methods and procedures.
- Ability to apply knowledge of relevant legislation including the Provincial Offences Act, Ontario Works Act, Small claims Court Act, Bankruptcy Act and Tenant Protection Act.

**HOURS OF WORK:** 8:30 a.m. to 4:30 p.m. Monday to Friday

**WAGE RANGE:** \$43,151.85 - \$47,412.36 per annum.

Applications containing full details of education, training and experience will be received by the undersigned until **Thursday August 24, 2017 at 4:00pm**. If applying by email, please use: "COLLECTIONS CLERK – Your Name" as the subject line.

Janet DeMille, CHRL  
Human Resources Advisor  
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Belleville, Ontario K8N 3A9  
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*In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.*

*We thank all candidates who apply, but advise that only those persons selected for an interview will be contacted.*

*The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*