

# JOB PROFILE

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*Court Services– Corporate and Human Resources*

## **POA Collections Clerk**

The successful candidate will focus on quality customer service and continuous improvement processes. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, excellence and wellness, the candidate will aid in the achievement of the Community Vision – to be the city that makes a difference.

**HOURS OF WORK:** 35 hours per week, 8:30 a.m. – 4:30 p.m., Monday to Friday, with occasional evening work to attend monthly meetings.

### **DUTIES:**

- Monitor delinquent POA fine accounts and coordinate the collection of unpaid fines using an automated Collection Management System (CAMS) and the Integrated Court Offences Network (ICON).
- Prepare and file with the appropriate court all required documents including certificates of default, applications, writs of seizure and sale and wage garnishment orders in the collection of unpaid fines.
- Perform investigative searches for addresses, assets and employment of debtors.
- Carry out enforcement of court orders and legislative requirements including the suspension of licences.
- Coordinate the assignment of collection matters to third party collection agencies and credit reporting agencies and reconcile those collections with the CAMS and ICON.
- Negotiate fine payment arrangements with debtors including the filing of extension applications for judicial decision.
- Develop and maintain statistical and financial spreadsheets and prepare comprehensive financial and statistical analyses and reports regarding the collections program.
- Provide quality customer service to the general public, legal professionals, agencies and court stakeholders with respect to inquiries regarding fines, court processes, status of charges, administrative procedures, collection processes and various court operations.
- Provide assistance to Provincial Offences Court Clerks where required with respect to daily court administration services.
- Perform other related duties as assigned.

### **QUALIFICATIONS:**

- Experience related to the duties listed above, normally acquired through the successful completion of Grade 12 education and 1-2 years experience in a collections environment. Candidates with an equivalent combination of education and experience may be considered.
- Ability to prepare financial and statistical spreadsheets and reports.
- Knowledge of Ontario Courts processes with an emphasis on Small Claims Court procedures.
- Knowledge of ICON and the Provincial Offences Act and related legislation.
- Advanced skills in Microsoft Office (Word, Excel and Outlook).
- Excellent written and verbal communications skills with the ability to communicate with all levels of staff, stakeholders and the general public.
- Strong organizational skills with the ability to work both independently and in a team environment.
- Ability to work well under pressure, complete multiple assignments and function effectively in a high-volume workplace with time restraints.

- Ability to deal effectively with contentious situations and to exercise discretion, judgment, diplomacy and confidentiality.
- Excellent customer service skills with the ability to deal tactfully with the public, contract service providers and court stakeholders.
- Must obtain a satisfactory Police Records Check.

**\*THIS IS A SAMPLE JOB PROFILE.PLEASE VIEW THE “CAREERS/JOBS” PAGE FOR CURRENT OPENINGS THAT WE ARE ACTIVELY RECRUITING FOR\***