

UC DELINQUENCY CONTROL SPECIALIST**Nature of Work**

Under general supervision, oversees the management of receivables, including the administration of accounts which have delinquent returns and/or moneys outstanding. Primarily responsible for less complex cases, generally with accounts representing relatively small sums of money. Through formal and informal training, acquires an understanding of the unemployment compensation laws, rules, regulations, and policies, practices, forms and procedures. Work may involve confrontations with angry and uncooperative employers; work requires significant travel on a year-round basis. Performs related work as required.

Distinguishing Characteristics

Delinquency Control Specialist performs, at the full-performance level with some supervision from the Delinquency Control Supervisor and division administrative staff, work securing delinquent tax returns and collecting past-due employer contributions in the unemployment compensation division. Positions allocated to this class will manage, with supervision, a significant number of employer delinquencies. This position will be responsible for administering the state unemployment compensation law using established standards, methods, forms and procedures.

Examples of Work

Communicates directly with employers, accountants and tax reporting services, to pursue delinquent unemployment tax returns and deficient moneys; explains the unemployment compensation law and/or the nature of the delinquency, including complex issues such as rate determinations, employee or contract labor, business transfers, etc.

Makes on-site visits with seriously delinquent employers and/or their representatives, including CPA's, tax preparers, corporate officers and office managers.

Updates employer account information based on information received during direct communication.

Assists employers in the preparation of delinquent unemployment compensation tax returns and other forms required in the administration of the law.

Communicates directly with representatives from Unemployment Compensation Benefits, Field Audit, and Legal to ensure that all account activities related to the employer are completed timely.

UC DELINQUENCY CONTROL SPECIALIST (CONT'D)**Examples of Work (Cont'd)**

- Decides credit management tactics based on sound judgment, compliance with applicable rules and procedures, and previous experience with the employer.
- Analyzes financial information from the employer, including tax returns, payroll documents, and financial statements, in order to determine an appropriate collection strategy for that particular account.
- Prepares and files criminal charges against habitually delinquent employers.
- Provides testimony in related criminal court proceedings.
- May train subordinate or peer employees. May attend private-sector training sessions representing the agency, then provide follow-up training to fellow employees.
- May participate in special projects for the division and/or the agency.
- Negotiates repayment options with delinquent employers.
- Determines when employer is in default and recommends additional collection efforts to be undertaken.
- Demonstrates the ability to successfully collect delinquent tax returns and moneys.
- Meets or exceeds the performance measures established by the agency and the corresponding federal agencies.
- Supports senior staff and Division management in achieving the goals of the unit.

Knowledge, Skills and Abilities

- Knowledge of the functions, operations, and objectives of the Division.
- Knowledge of the Unemployment Compensation laws, rules and regulations, policies and procedures.
- Ability to interpret and properly apply written procedures, instructions, policies, laws, rules and regulations.
- Ability to evaluate employer financial data and render appropriate decisions.
- Ability to exercise sound judgment in appraising people and situations, and rendering appropriate decisions.
- Ability to establish and maintain effective working relationships with co-workers, employers, tax professionals, elected and appointed officials, and the public in general.
- Ability to communicate effectively, both orally and in writing.

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UC DELINQUENCY CONTROL SPECIALIST (CONT'D)

Examples of Work (Cont'd)

Ability to maintain a professional disposition when dealing with uncooperative people and difficult situations.

Ability to operate a personal computer, using spreadsheet, database and word processing software while performing daily tasks.

Minimum Qualifications

Training: Bachelor's degree from an accredited four-year college or university. Preference may be given to applicants with degree in accounting, finance, or a related field.

Substitution: Additional qualifying experience as described below may be substituted on a year-for-year basis for the required college education.

Experience: Three years of full-time or equivalent part-time paid experience in taxation, collections, financial analysis and/or accounting.

Established: 4/15/99

Effective: 5/1/99