9416

CREDIT ANALYST 1

Nature of Work
Under general supevision, oversees the management of receivables including the administration of delinquent and default employer accounts. Responsible for less complex cases and accounts representing smaller sums of money. Through formal and informal training, acquires an understanding of workers' compensation laws, rules and policies, credit management philosophies, practices, forms and procedures. Performs related work as required.

Distinguishing Characteristics
Credit Analyst 1 is the entry level position for the Credit Analyst series. Positions allocated to this class typically performs, with some supervision from the credit management supervisor, work which is less complex in nature than the work performed by the Credit Analyst 2. Positions allocated to this class will manage, with supervision, a significant number of employer accounts determined to represent low to medium credit risk. This position will be responsible for administering the standards, methods, laws, and forms utilized by the Receivables Management Department.

Examples of Work
  Meets or exceeds the performance measures established for the department.
  Analyzes financial information from the employer, such as tax documentation and financial statements, in order to determine the collection strategy applicable to an individual account.
  Decides credit management tactics based sound judgment and compliance with applicable rules and procedures.
  Communicates directly with representatives from Customer Accounting, Field Audit, Underwriting, and Legal Services to ensure that all account activities related to the employer are completed timely and that employer information is communicated in the proper manner.
  Plans and directs meeting with employers to resolve delinquent and default accounts.
  Negotiates repayment options with employers.
  Demonstrates the ability to successfully collect delinquent and default accounts.
  Provides testimony in civil and criminal court proceedings.
  Participates in training classes.
  Supports senior staff and Division management in achieving the

CREDIT ANALYST 1 - CONT'D.

Examples of Work (cont'd)
goals of the unit.

Knowledge, Skills and Abilities
Knowledge of the functions, operations, and objectives of the Division.
Knowledge of workers' 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 information and render appropriate decisions based on the results of the financial analysis.
Ability to exercise sound judgment in appraising situations and rendering decisions.
Ability to establish and maintain effective working relationships with staff, employers, elected officials and the public in general.
Ability to communicate effective both orally and in writing.
Ability to maintain a professional disposition when dealing with difficult situations.
Ability to speak in public.
Ability to operate a personal computer and use spreadsheet and word processing software in daily work.

Minimum Qualifications
TRAINING: Bachelor's degree from an accredited four-year college or university. Preference may be given to applicants with a 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 collections, financial analysis and/or accounting.

Established: 10/16/97
Effective: 12/01/97